



Hospital Quarterly

Performance Profiles

Emergency Department

Hunter New England Local Health District

October to December 2016

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidales and New England Hospital: Emergency department (ED) overview October to December 2016

All presentations:¹ 4,074 patients
Emergency presentations:² 3,884 patients

Same period last year	Change since one year ago
4,022	1.3%
3,884	-0.2%

Armidales and New England Hospital: Time patients waited to start treatment³ October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 236 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,129 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,220 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 279 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
205	
7 minutes	8 minutes
34 minutes	26 minutes
1,080	
24 minutes	20 minutes
78 minutes	67 minutes
2,193	
31 minutes	25 minutes
101 minutes	97 minutes
396	
22 minutes	24 minutes
95 minutes	103 minutes

Armidales and New England Hospital: Time from presentation until leaving the ED October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,074 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
4,022	1.3%
85.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

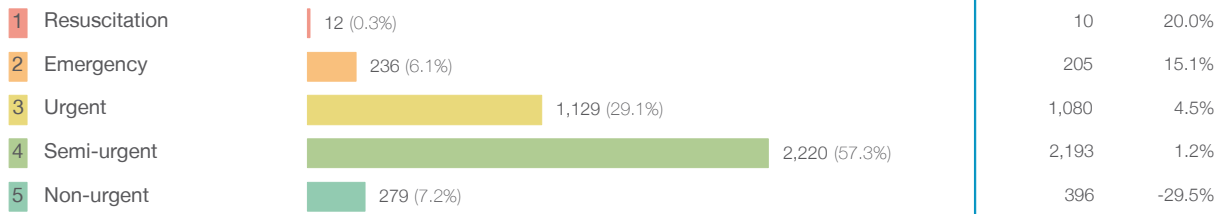
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidales and New England Hospital: Patients presenting to the emergency department October to December 2016

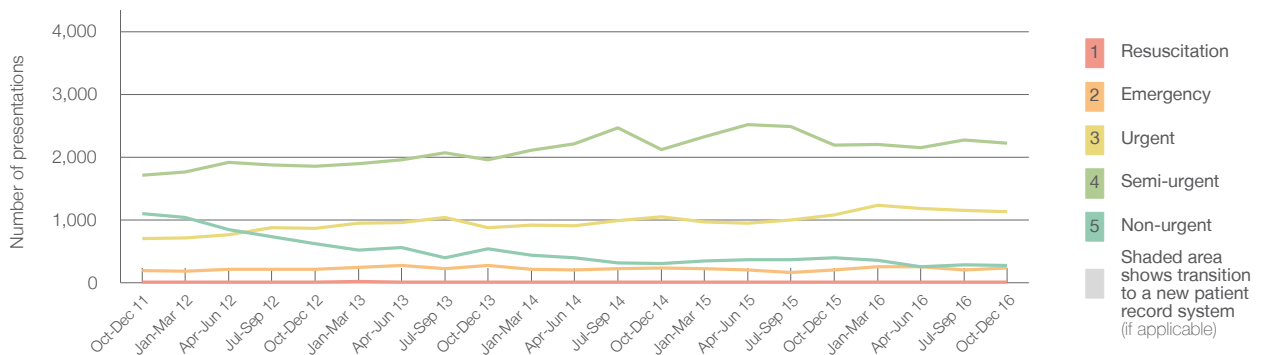
All presentations:¹ 4,074 patients

Emergency presentations² by triage category: 3,876 patients



	Same period last year	Change since one year ago
All presentations	4,022	1.3%
Emergency presentations	3,884	-0.2%
Resuscitation	10	20.0%
Emergency	205	15.1%
Urgent	1,080	4.5%
Semi-urgent	2,193	1.2%
Non-urgent	396	-29.5%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	9	11	10	8	10	12
Emergency	189	217	272	231	205	236
Urgent	707	863	878	1,046	1,080	1,129
Semi-urgent	1,717	1,853	1,956	2,121	2,193	2,220
Non-urgent	1,098	619	540	308	396	279
All emergency presentations	3,720	3,563	3,656	3,714	3,884	3,876

Armidales and New England Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 565 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	426	
ED Transfer of care time	5 minutes	-1 minute
90th percentile time	23 minutes	4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 236

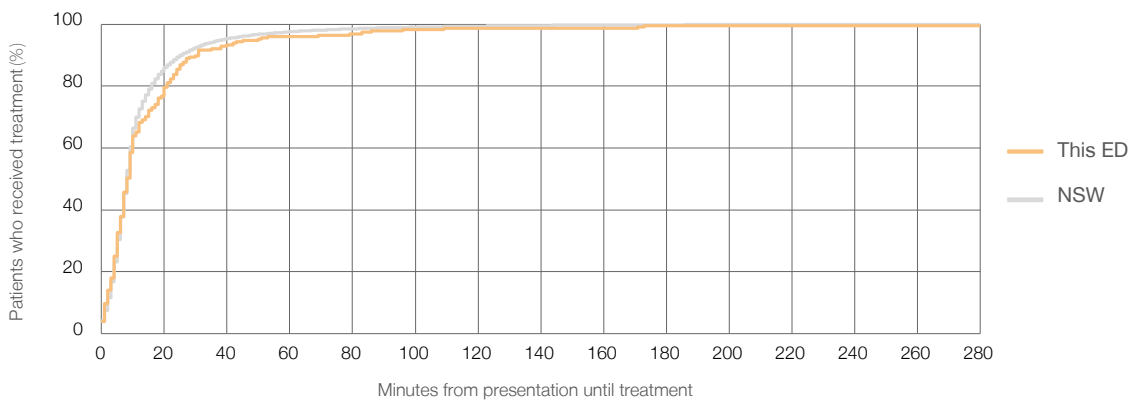
Number of triage 2 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 8 minutes

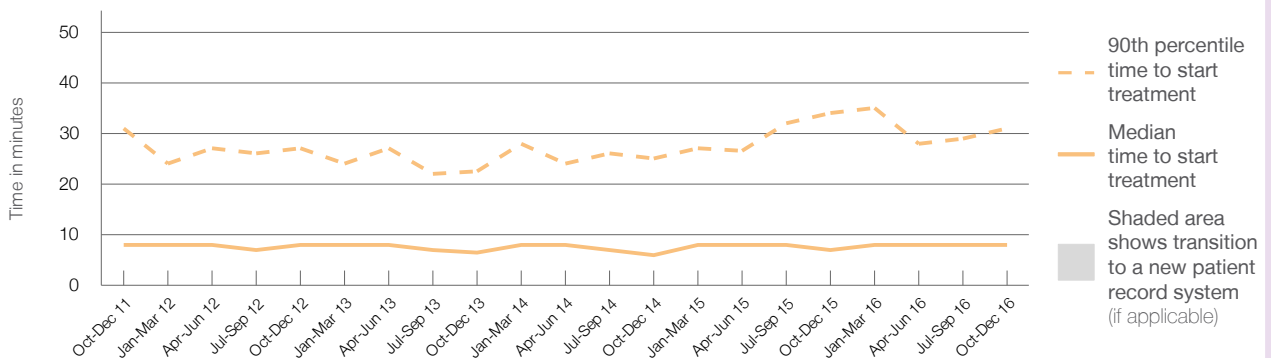
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
205	
202	
7 minutes	8 minutes
34 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	6	7	8
90th percentile time to start treatment ⁵ (minutes)	31	27	23	25	34	31

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,129

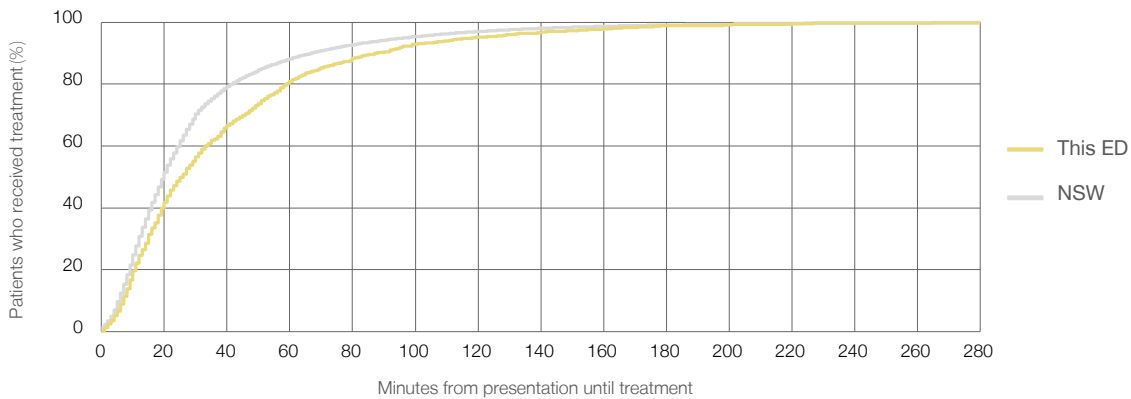
Number of triage 3 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 26 minutes

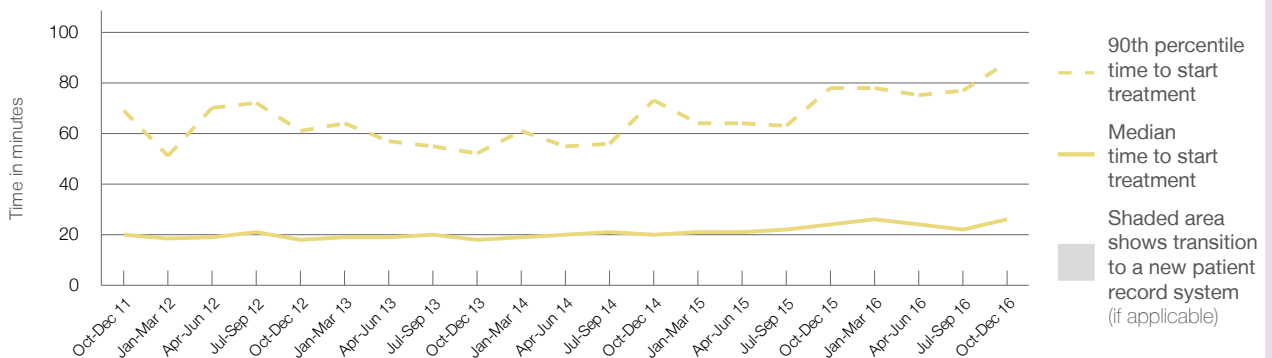
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,080	
1,048	
24 minutes	20 minutes
78 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	18	18	20	24	26
90th percentile time to start treatment ⁵ (minutes)	69	61	52	73	78	88

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,220

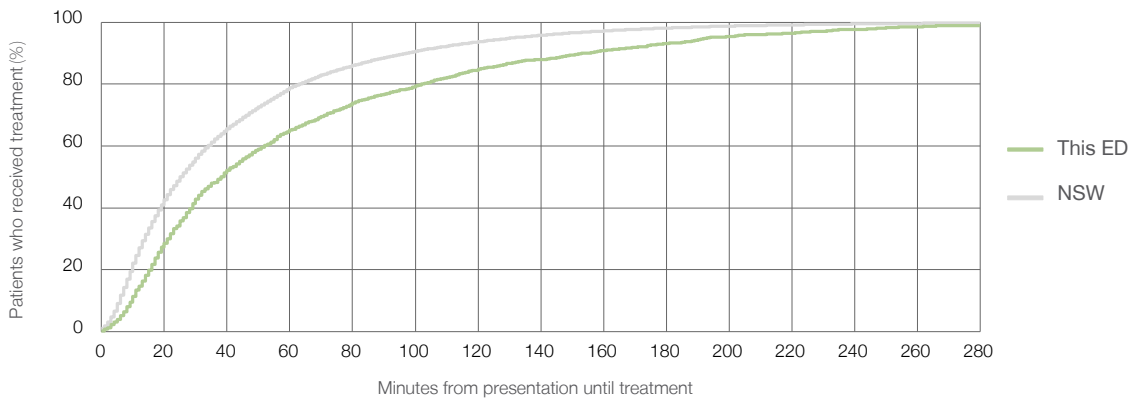
Number of triage 4 patients used to calculate waiting time:³ 1,936

Median time to start treatment⁴ 38 minutes

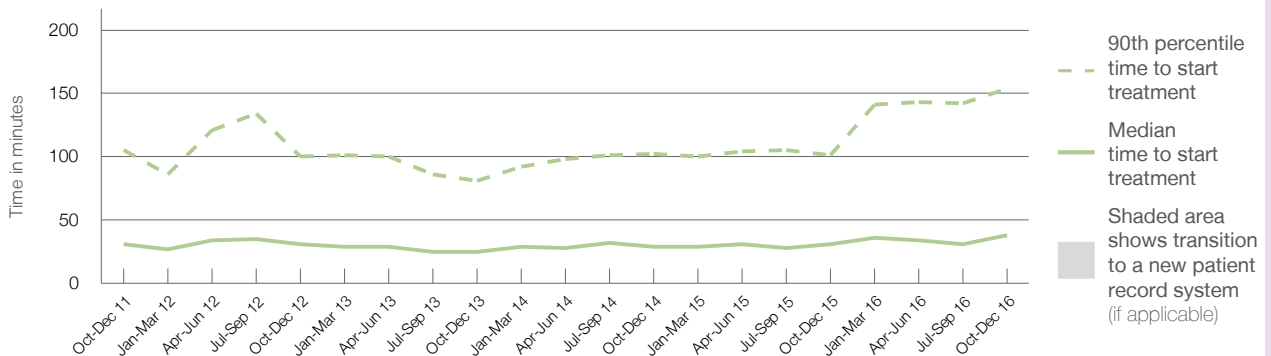
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
2,193	
2,027	
31 minutes	25 minutes
101 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	31	25	29	31	38
90th percentile time to start treatment ⁵ (minutes)	105	100	81	102	101	154

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 279

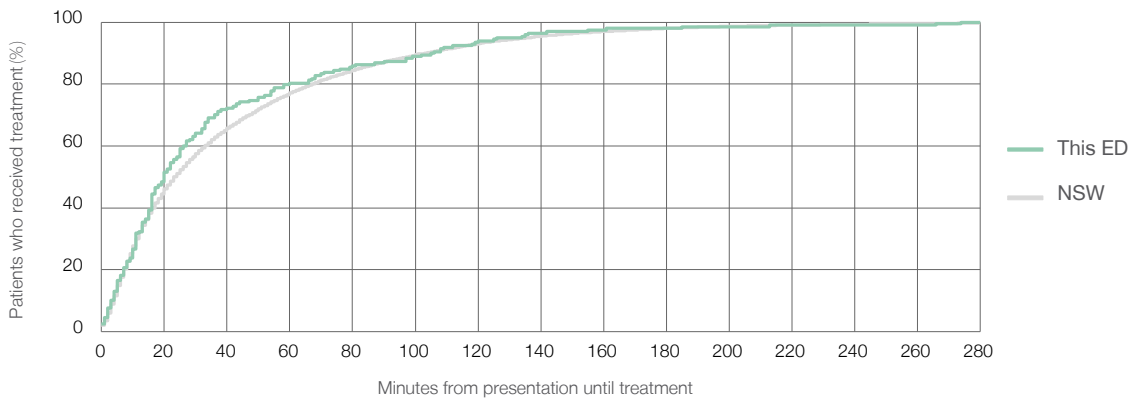
Number of triage 5 patients used to calculate waiting time:³ 198

Median time to start treatment⁴ 20 minutes

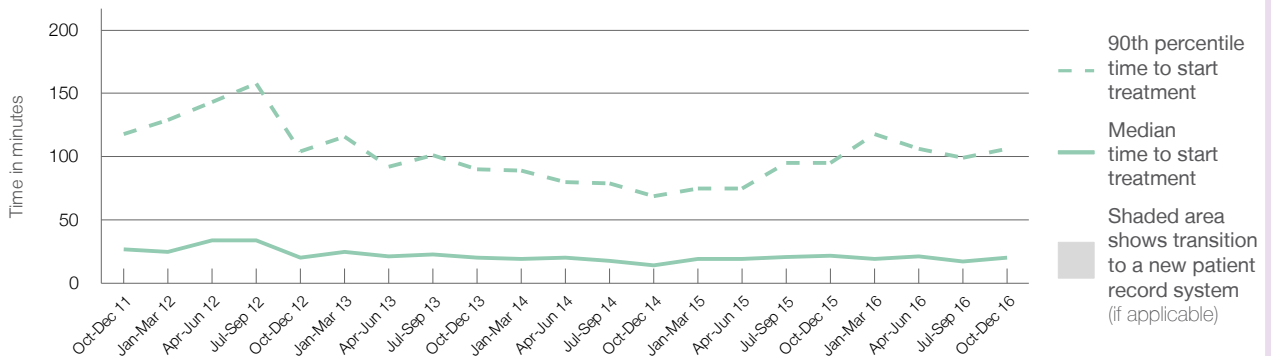
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
396	315
22 minutes	24 minutes
95 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	20	20	14	22	20
90th percentile time to start treatment ⁵ (minutes)	118	104	90	69	95	106

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,074 patients

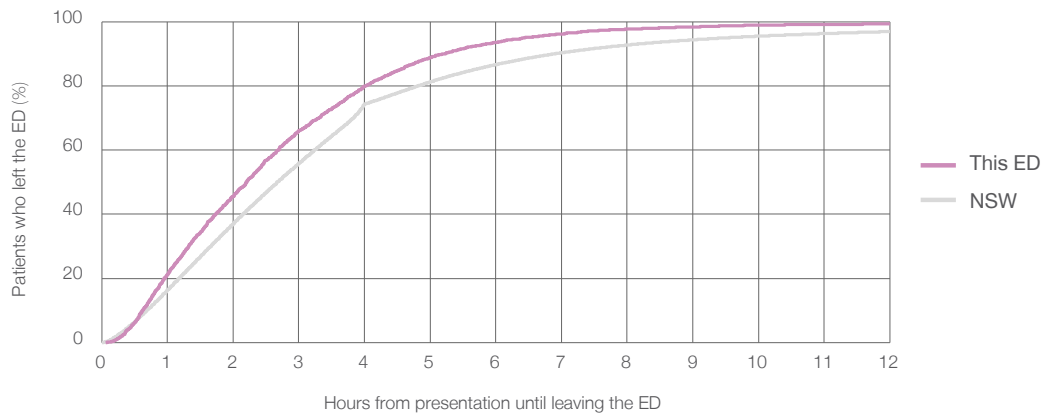
Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Median time spent in the ED⁸ 2 hours and 12 minutes

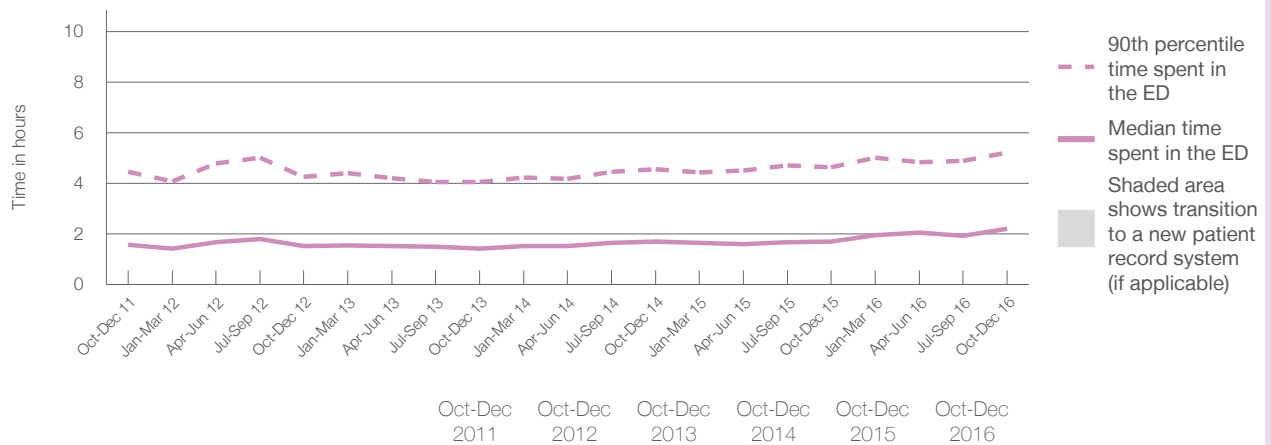
90th percentile time spent in the ED⁹ 5 hours and 13 minutes

Same period last year	NSW (this period)
4,022	4,022
1 hours and 42 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{††}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidales and New England Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

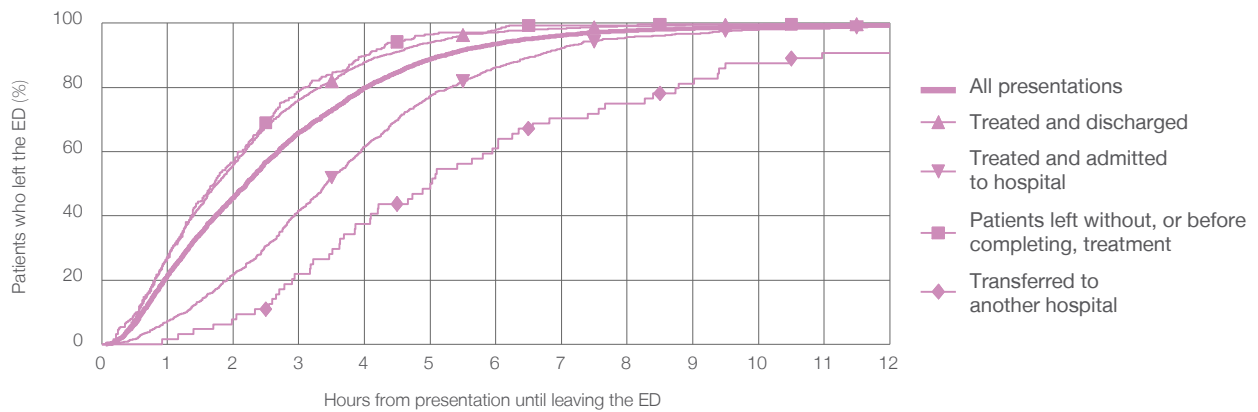
All presentations:¹ 4,074 patients

Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Treated and discharged	2,551 (62.6%)
Treated and admitted to hospital	1,126 (27.6%)
Patient left without, or before completing, treatment	313 (7.7%)
Transferred to another hospital	64 (1.6%)
Other	20 (0.5%)

Same period last year	Change since one year ago
4,022	1.3%
2,937	-13.1%
802	40.4%
198	58.1%
70	-8.6%
15	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.4%	55.9%	76.2%	87.8%	97.1%	99.0%	99.6%	99.8%
Treated and admitted to hospital	7.3%	21.8%	41.6%	61.6%	86.3%	95.6%	98.0%	98.9%
Patient left without, or before completing, treatment	26.8%	56.5%	78.9%	89.8%	98.1%	99.4%	99.7%	99.7%
Transferred to another hospital	1.6%	7.8%	21.9%	37.5%	60.9%	75.0%	87.5%	90.6%
All presentations	21.4%	45.7%	66.0%	79.9%	93.6%	97.7%	98.9%	99.3%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,074 patients

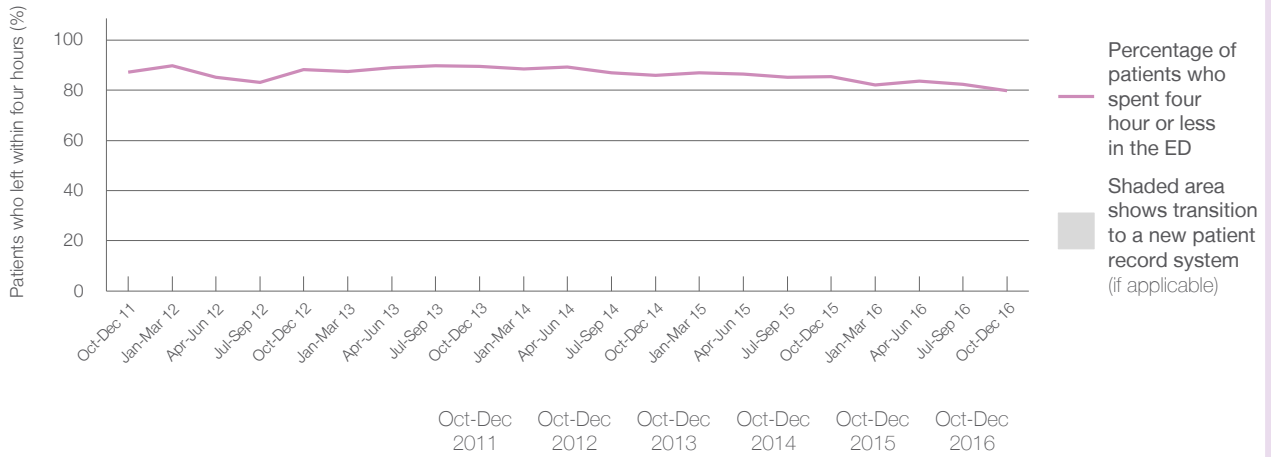
Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,074 patients	4,022	1.3%
Presentations used to calculate time to leaving the ED: ⁶ 4,074 patients	4,022	1.3%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	87.2%	88.2%	89.6%	86.0%	85.4%	79.9%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,292 patients
Emergency presentations:² 6,256 patients

Same period last year	Change since one year ago
6,048	4.0%
5,981	4.6%

Belmont Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 509 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,334 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,326 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,081 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
443	
7 minutes	8 minutes
12 minutes	26 minutes
1,263	
15 minutes	20 minutes
30 minutes	67 minutes
2,864	
18 minutes	25 minutes
59 minutes	97 minutes
1,398	
17 minutes	24 minutes
75 minutes	103 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,292 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
6,048	4.0%
79.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

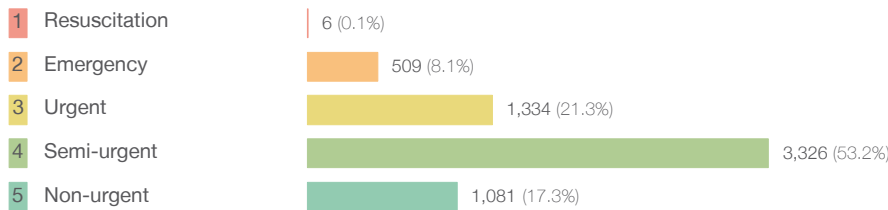
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Patients presenting to the emergency department October to December 2016

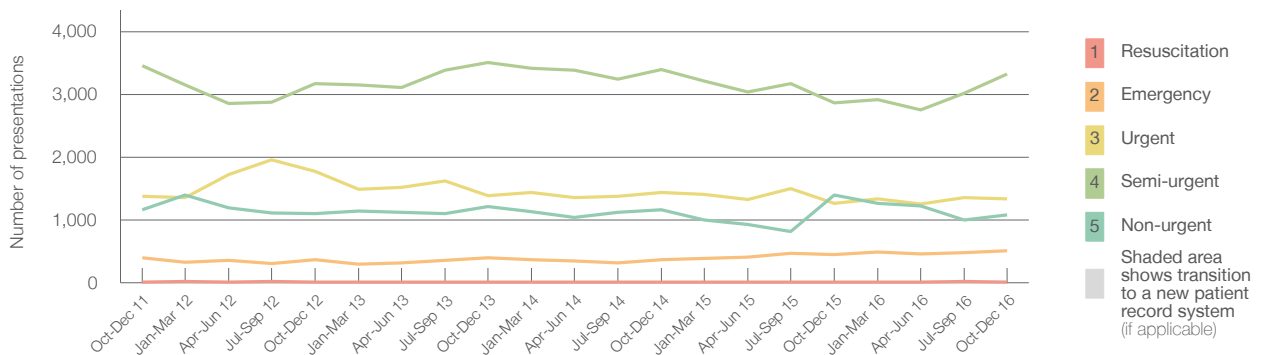
All presentations:¹ 6,292 patients

Emergency presentations² by triage category: 6,256 patients



Same period last year	Change since one year ago
6,048	4.0%
5,981	4.6%
13	-53.8%
443	14.9%
1,263	5.6%
2,864	16.1%
1,398	-22.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	11	12	13	10	13	6
Emergency	395	369	397	368	443	509
Urgent	1,374	1,775	1,382	1,436	1,263	1,334
Semi-urgent	3,460	3,173	3,505	3,398	2,864	3,326
Non-urgent	1,164	1,099	1,211	1,163	1,398	1,081
All emergency presentations	6,404	6,428	6,508	6,375	5,981	6,256

Belmont Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,236 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,248	
9 minutes	1 minute
18 minutes	1 minute

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 509

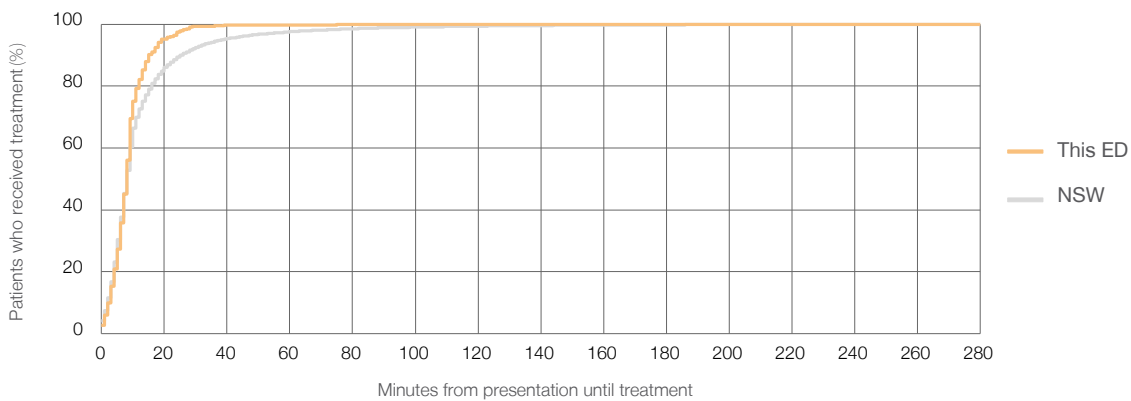
Number of triage 2 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ 8 minutes

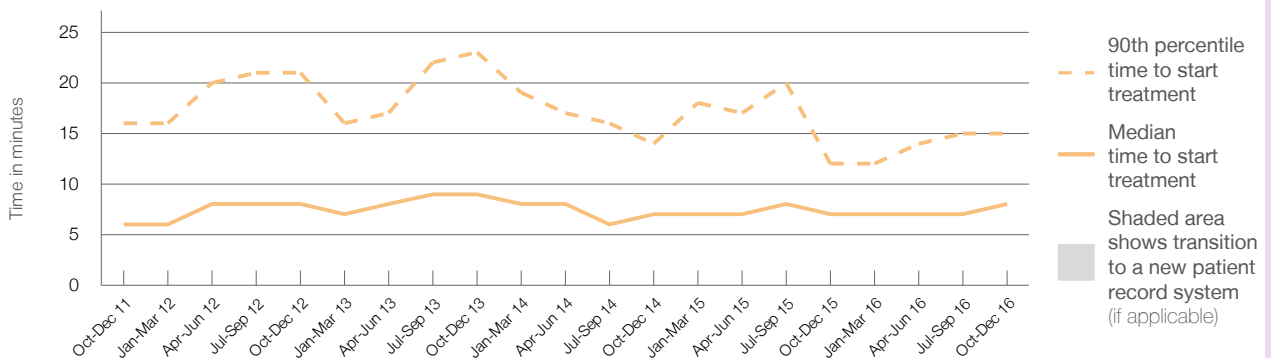
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
443	
437	
7 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	8	9	7	7	8
90th percentile time to start treatment ⁵ (minutes)	16	21	23	14	12	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,334

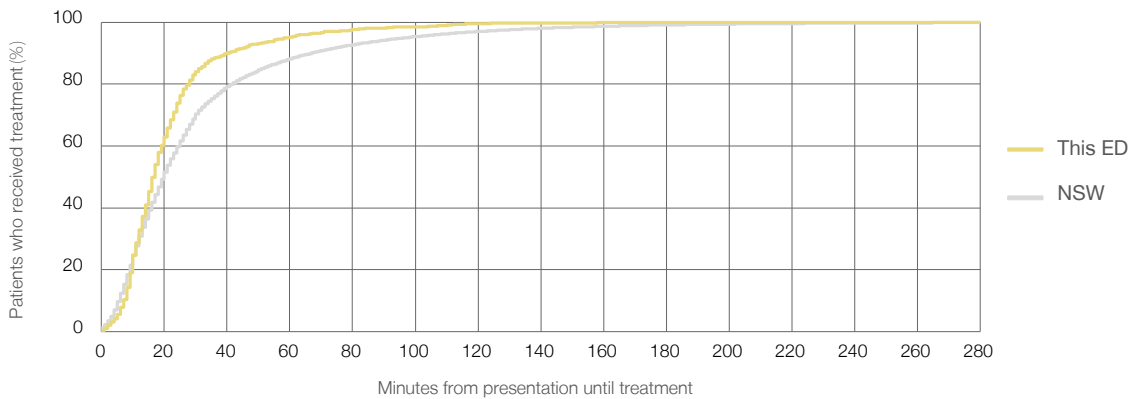
Number of triage 3 patients used to calculate waiting time:³ 1,301

Median time to start treatment⁴ 17 minutes

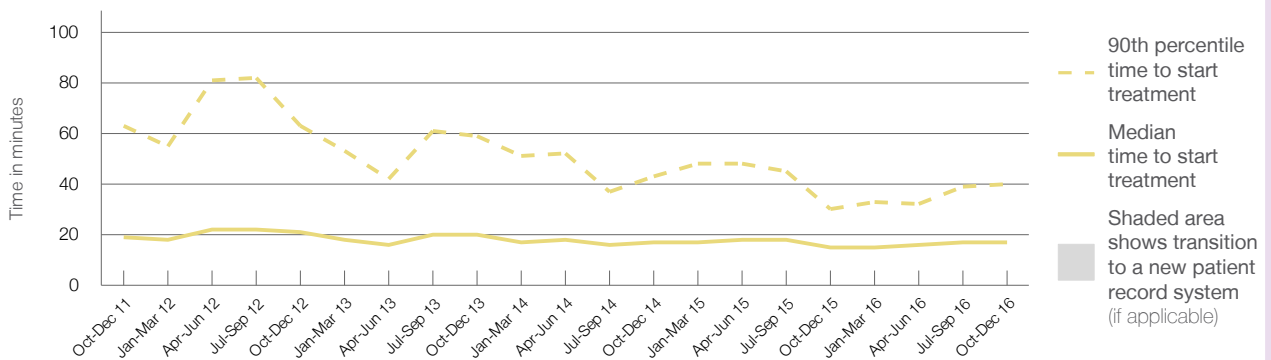
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,263	
1,237	
15 minutes	20 minutes
30 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	21	20	17	15	17
90th percentile time to start treatment ⁵ (minutes)	63	63	59	43	30	40

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,326

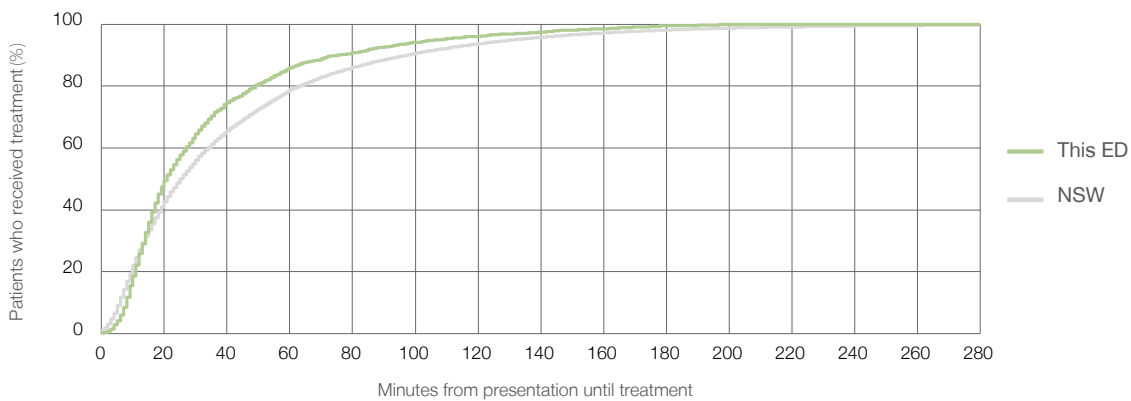
Number of triage 4 patients used to calculate waiting time:³ 2,800

Median time to start treatment⁴ 21 minutes

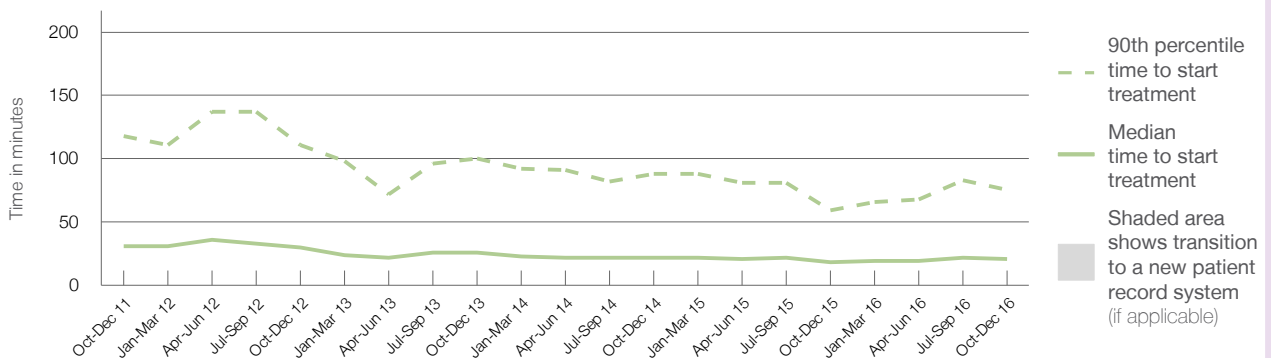
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,864	
2,521	
18 minutes	25 minutes
59 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	30	26	22	18	21
90th percentile time to start treatment ⁵ (minutes)	118	111	100	88	59	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,081

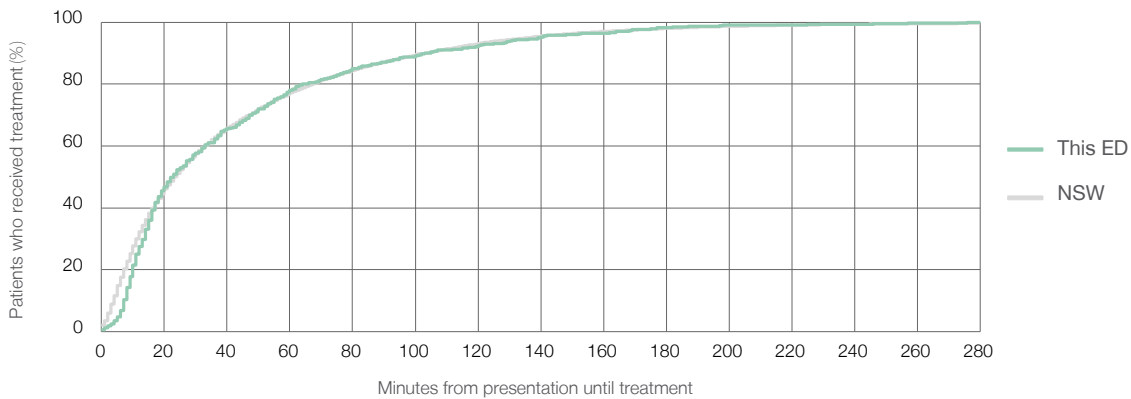
Number of triage 5 patients used to calculate waiting time:³ 816

Median time to start treatment⁴ 23 minutes

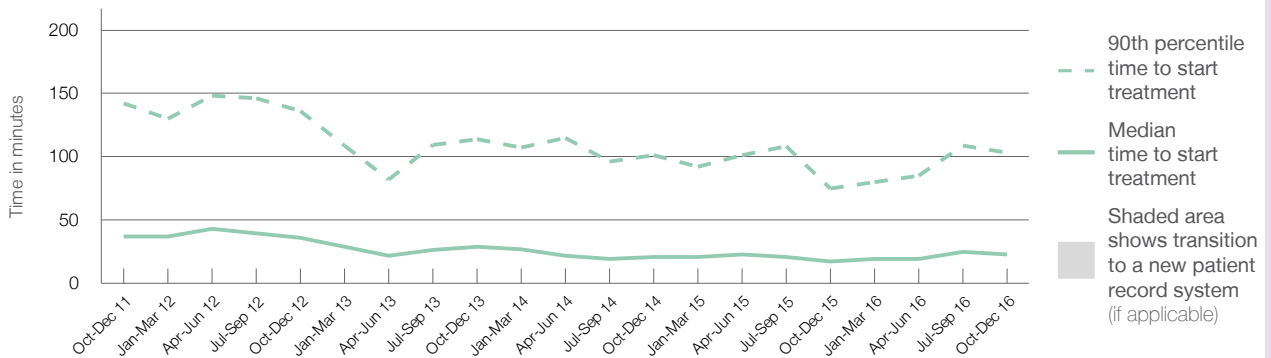
90th percentile time to start treatment⁵ 103 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,398	1,129
Median time to start treatment ⁴	17 minutes	24 minutes
90th percentile time to start treatment ⁵	75 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	36	29	21	17	23
90th percentile time to start treatment ⁵ (minutes)	142	136	114	101	75	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 6,292 patients

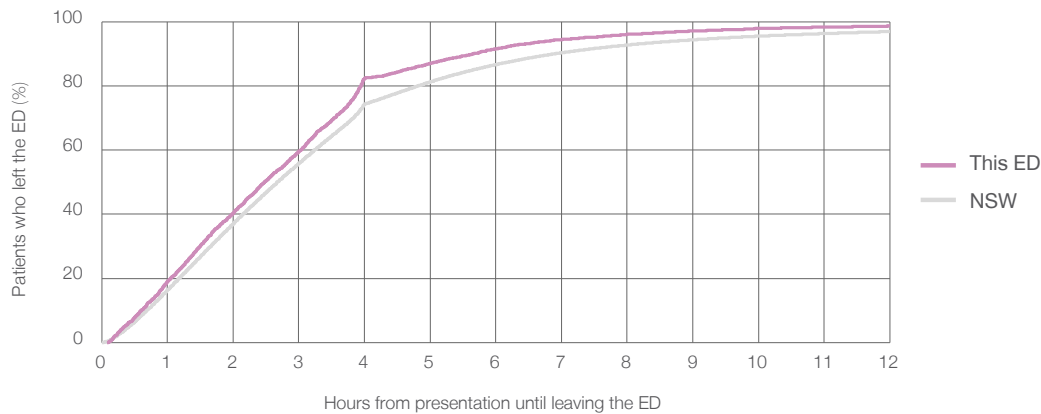
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

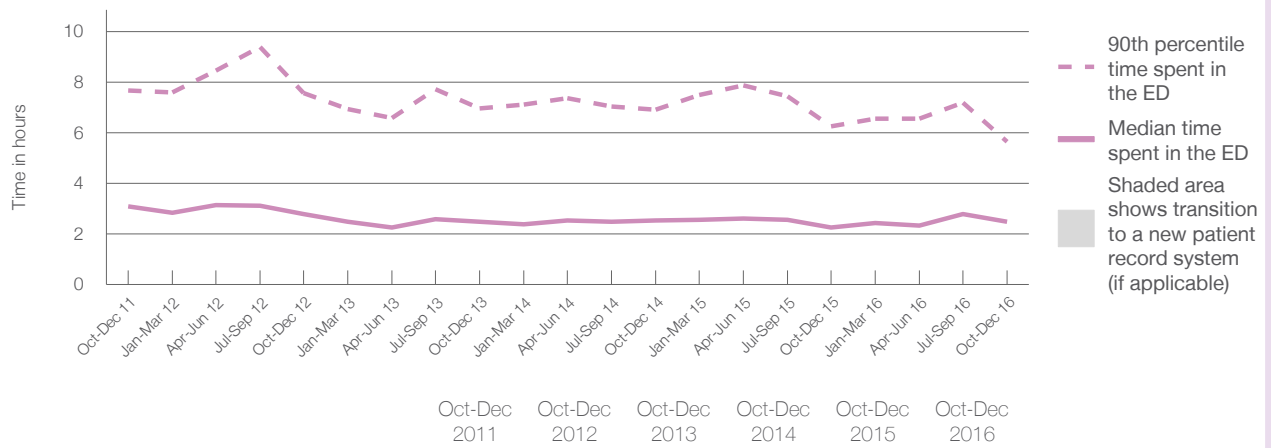
90th percentile time spent in the ED⁹ 5 hours and 39 minutes

Same period last year	NSW (this period)
6,048	6,048
2 hours and 16 minutes	2 hours and 41 minutes
6 hours and 15 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{††}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

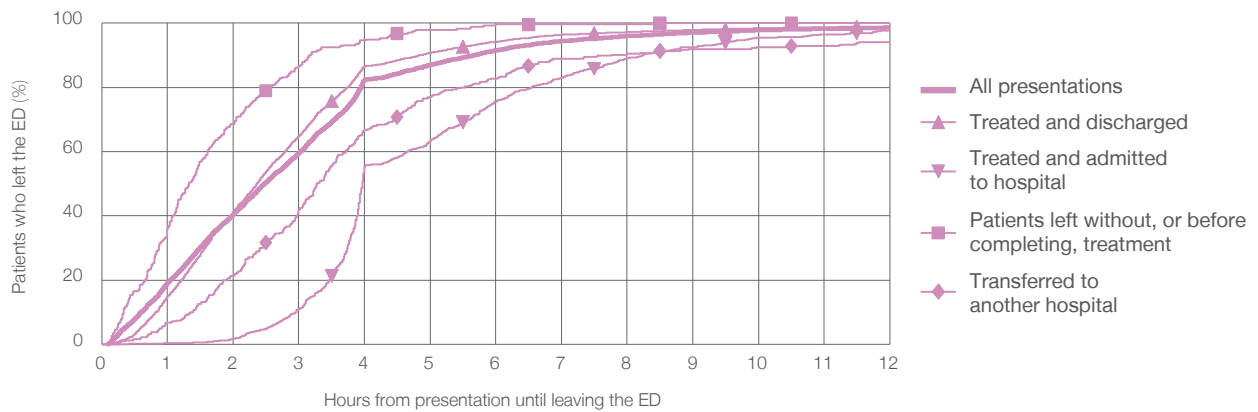
All presentations:¹ 6,292 patients

Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Treated and discharged	4,140 (65.8%)
Treated and admitted to hospital	947 (15.1%)
Patient left without, or before completing, treatment	280 (4.5%)
Transferred to another hospital	325 (5.2%)
Other	600 (9.5%)

Same period last year	Change since one year ago
6,048	4.0%
4,243	-2.4%
826	14.6%
185	51.4%
253	28.5%
541	10.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.9%	41.2%	64.8%	86.6%	94.2%	97.3%	98.5%	98.9%
Treated and admitted to hospital	0.3%	1.7%	10.9%	55.3%	75.5%	89.1%	95.5%	97.7%
Patient left without, or before completing, treatment	36.1%	68.6%	86.8%	94.6%	99.6%	99.6%	100%	100%
Transferred to another hospital	6.8%	21.2%	41.8%	66.8%	82.8%	90.5%	92.6%	94.2%
All presentations	19.1%	40.4%	59.6%	82.4%	91.5%	96.0%	97.9%	98.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,292 patients

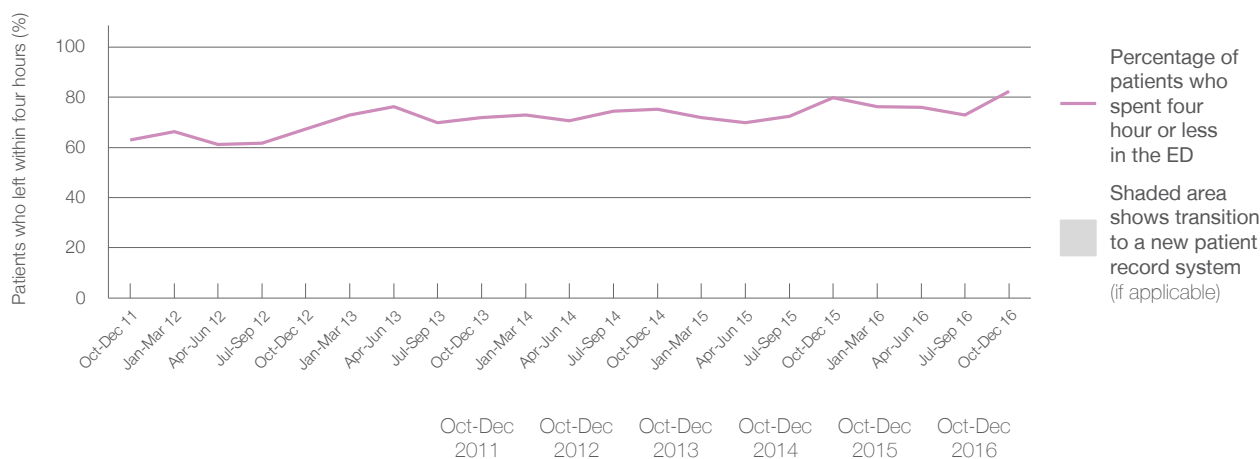
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 6,292 patients	6,048	4.0%
Presentations used to calculate time to leaving the ED: ⁶ 6,292 patients	6,048	4.0%
Percentage of patients who spent four hours or less in the ED	79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	63.0%	67.2%	72.0%	75.1%	79.8%	82.4%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2016

All presentations:¹ 9,453 patients
Emergency presentations:² 9,441 patients

Same period last year	Change since one year ago
8,825	7.1%
8,791	7.4%

Calvary Mater Newcastle: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,283 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,364 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,572 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,261	
9 minutes	8 minutes
27 minutes	26 minutes
2,118	
23 minutes	20 minutes
64 minutes	67 minutes
4,299	
31 minutes	25 minutes
102 minutes	97 minutes
1,070	
32 minutes	24 minutes
110 minutes	103 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,453 patients

Percentage of patients who spent four hours or less in the ED 74.3%

Same period last year	Change since one year ago
8,825	7.1%
72.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

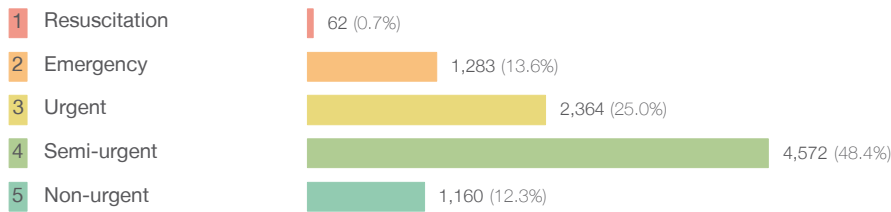
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Patients presenting to the emergency department October to December 2016

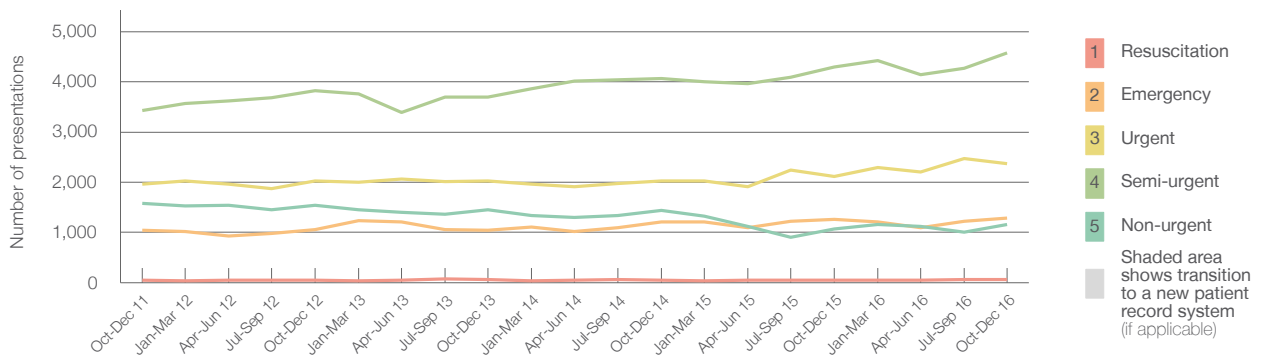
All presentations:¹ 9,453 patients

Emergency presentations² by triage category: 9,441 patients



	Same period last year	Change since one year ago
All presentations	8,825	7.1%
Emergency presentations	8,791	7.4%
Resuscitation	43	44.2%
Emergency	1,261	1.7%
Urgent	2,118	11.6%
Semi-urgent	4,299	6.4%
Non-urgent	1,070	8.4%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	48	49	56	53	43	62
Emergency	1,047	1,058	1,042	1,214	1,261	1,283
Urgent	1,962	2,023	2,022	2,027	2,118	2,364
Semi-urgent	3,425	3,826	3,693	4,062	4,299	4,572
Non-urgent	1,579	1,535	1,458	1,442	1,070	1,160
All emergency presentations	8,061	8,491	8,271	8,798	8,791	9,441

Calvary Mater Newcastle: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,822 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,395	-
ED Transfer of care time	7 minutes	-3 minutes
90th percentile time	35 minutes	-10 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,283

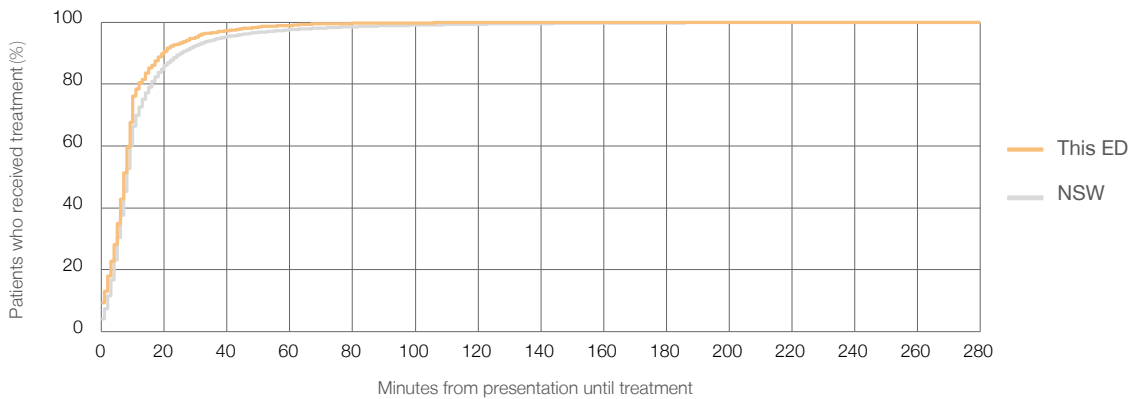
Number of triage 2 patients used to calculate waiting time:³ 1,000

Median time to start treatment⁴ 7 minutes

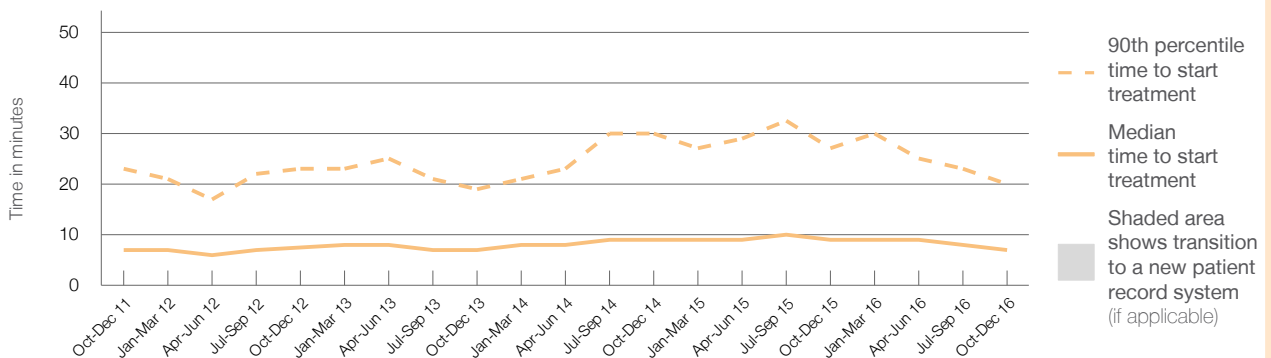
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,261	939
9 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	7	9	9	7
90th percentile time to start treatment ⁵ (minutes)	23	23	19	30	27	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,364

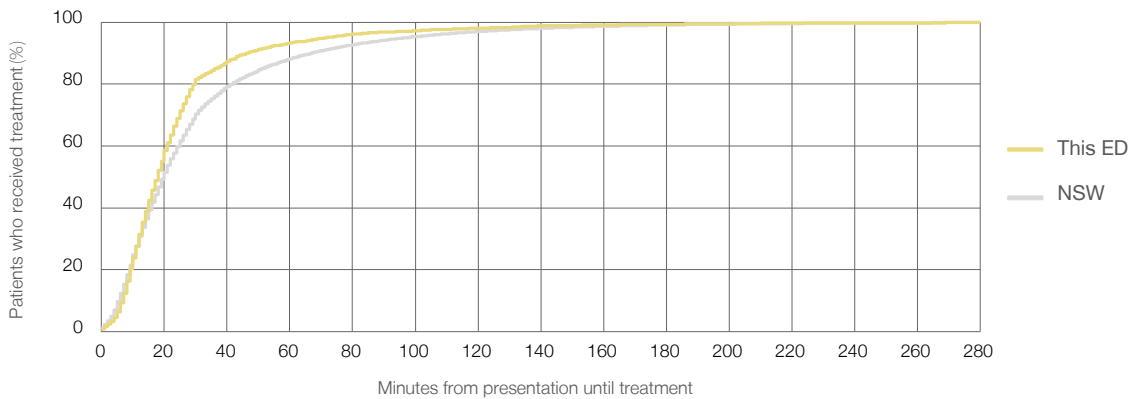
Number of triage 3 patients used to calculate waiting time:³ 2,073

Median time to start treatment⁴ 18 minutes

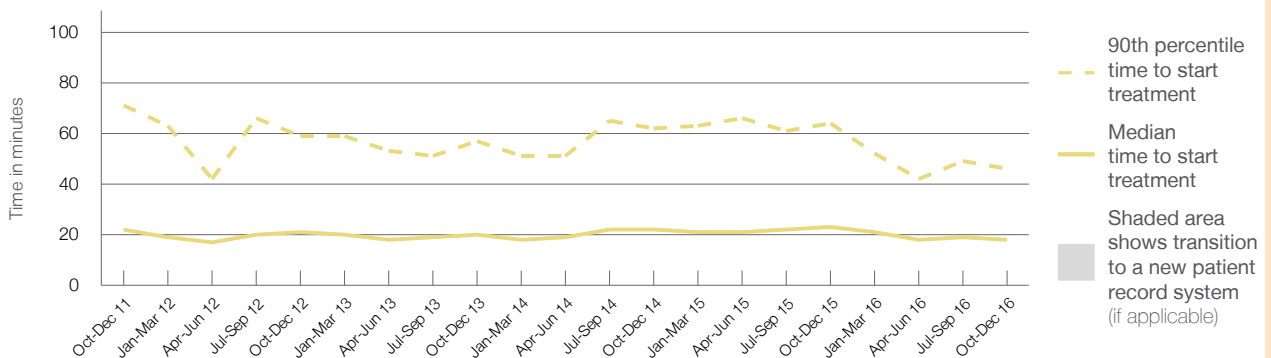
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
2,118	
1,827	
23 minutes	20 minutes
64 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	21	20	22	23	18
90th percentile time to start treatment ⁵ (minutes)	71	59	57	62	64	46

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,572

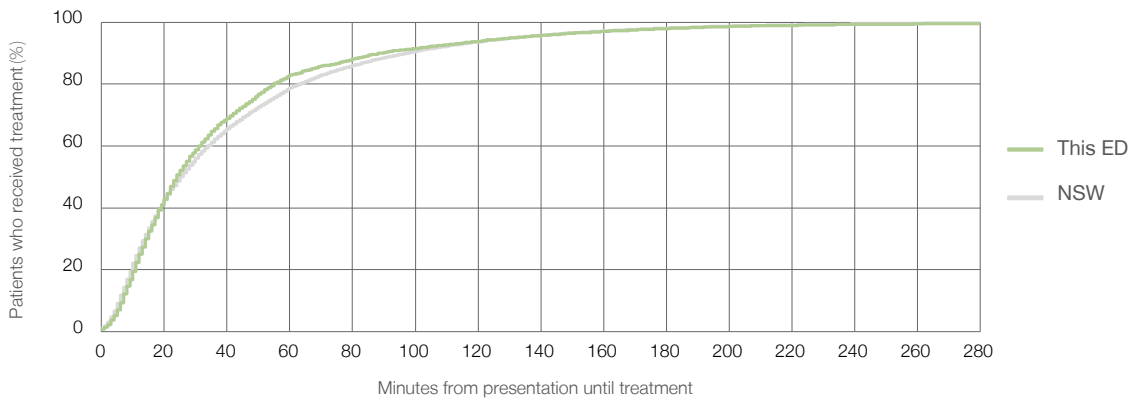
Number of triage 4 patients used to calculate waiting time:³ 4,101

Median time to start treatment⁴ 24 minutes

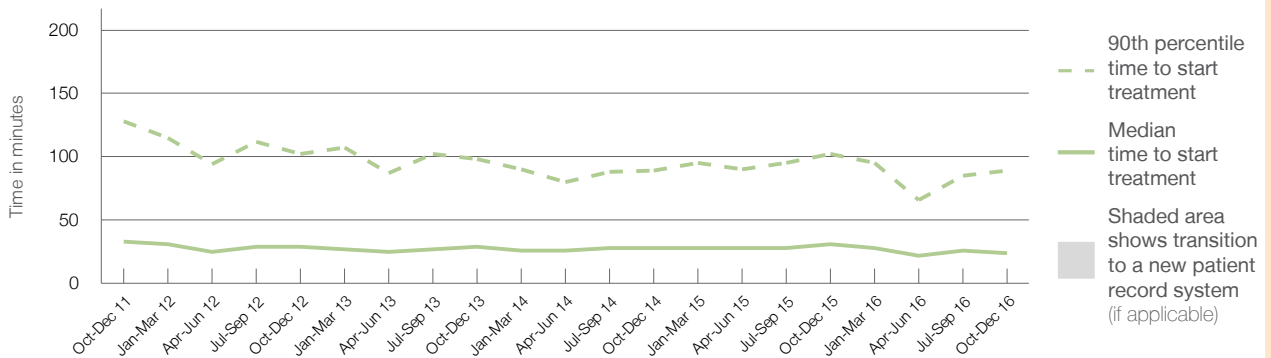
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,299	3,830
31 minutes	25 minutes
102 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	29	29	28	31	24
90th percentile time to start treatment ⁵ (minutes)	128	102	98	89	102	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,160

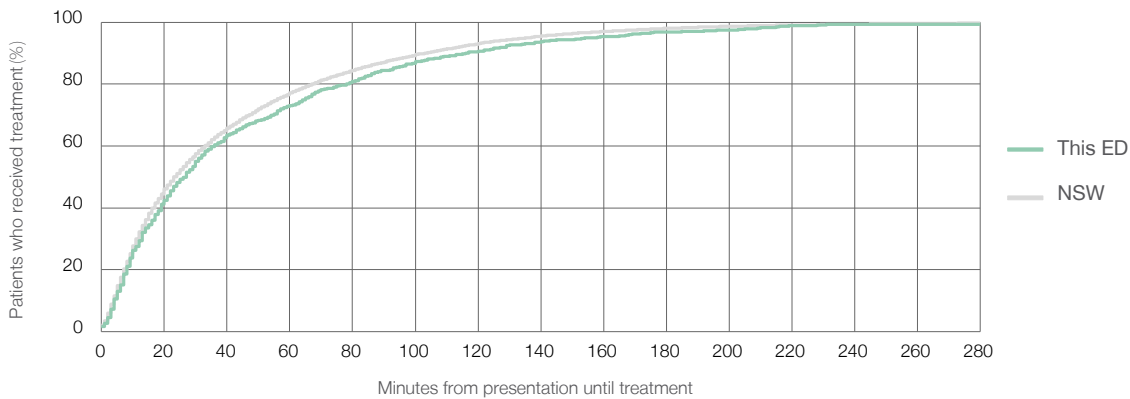
Number of triage 5 patients used to calculate waiting time:³ 915

Median time to start treatment⁴ 27 minutes

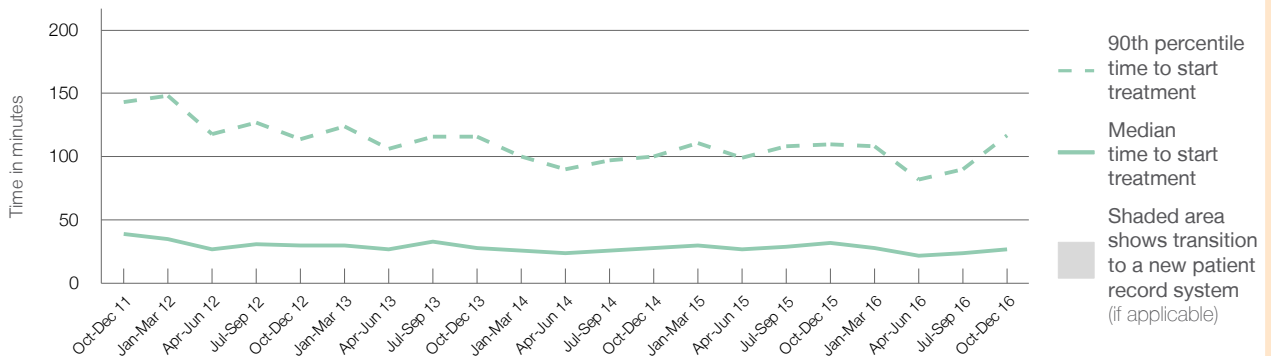
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,070	849
32 minutes	24 minutes
110 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	30	28	28	32	27
90th percentile time to start treatment ⁵ (minutes)	143	114	116	100	110	117

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Time patients spent in the ED

October to December 2016

All presentations:¹ 9,453 patients

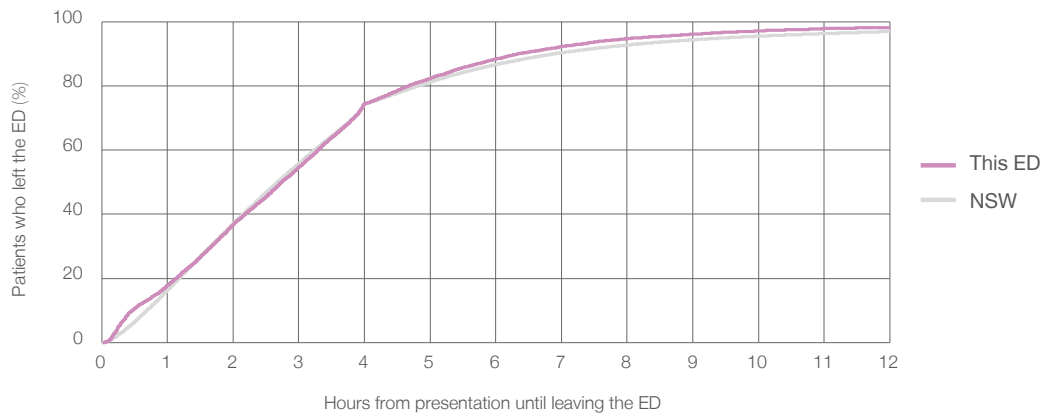
Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

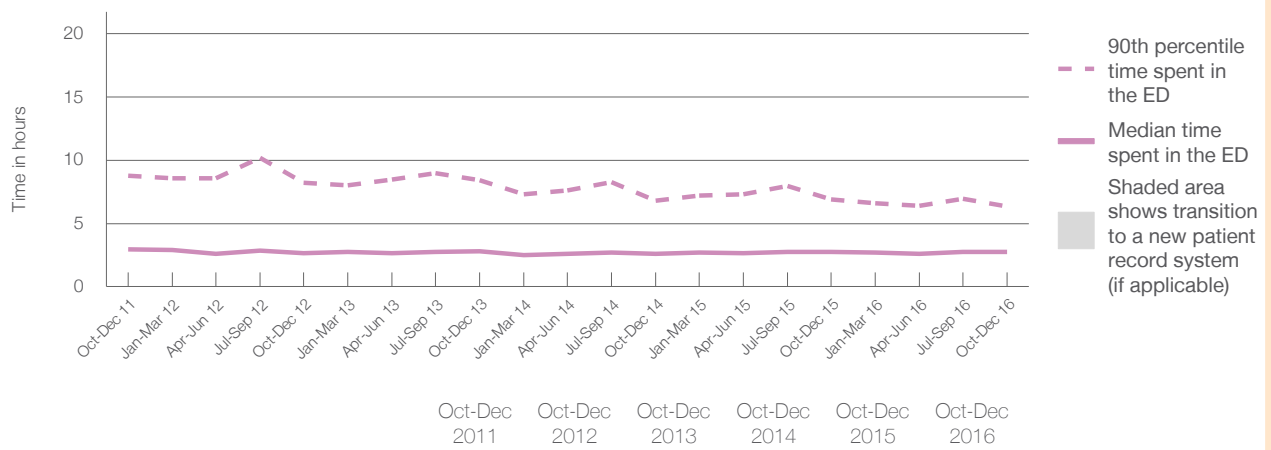
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
8,825	8,825
2 hours and 45 minutes	2 hours and 41 minutes
6 hours and 55 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 57m	2h 38m	2h 49m	2h 37m	2h 45m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 47m	8h 13m	8h 25m	6h 47m	6h 55m	6h 21m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.
 (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

October to December 2016

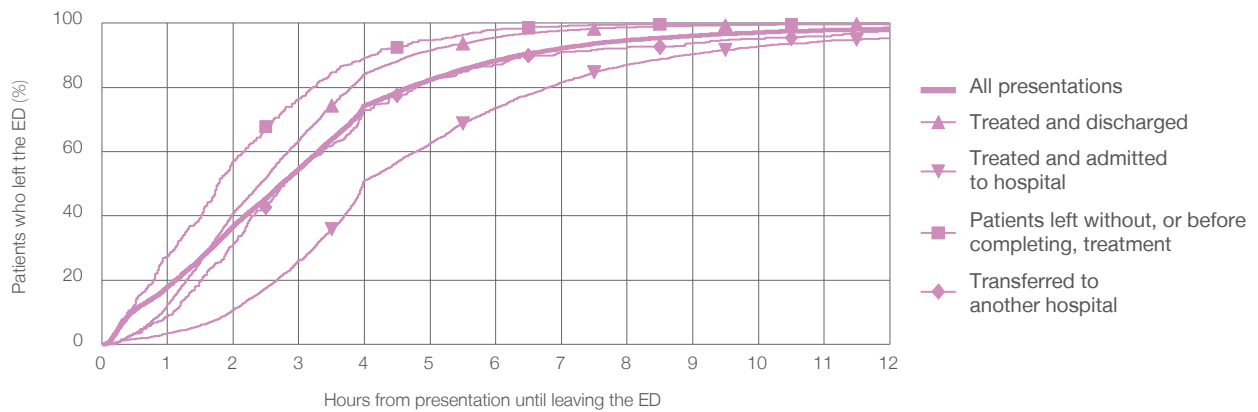
All presentations:¹ 9,453 patients

Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

Treated and discharged	4,372 (46.2%)
Treated and admitted to hospital	3,215 (34.0%)
Patient left without, or before completing, treatment	428 (4.5%)
Transferred to another hospital	396 (4.2%)
Other	1,042 (11.0%)

Same period last year	Change since one year ago
8,825	7.1%
4,126	6.0%
2,865	12.2%
383	11.7%
378	4.8%
1,073	-2.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.5%	40.9%	63.5%	84.2%	95.6%	98.7%	99.6%	99.8%
Treated and admitted to hospital	3.4%	10.8%	26.0%	51.0%	73.7%	87.1%	92.8%	95.3%
Patient left without, or before completing, treatment	27.3%	57.0%	76.6%	89.3%	97.9%	99.8%	99.8%	99.8%
Transferred to another hospital	8.8%	31.3%	54.5%	72.7%	87.1%	92.4%	95.2%	97.5%
All presentations	18.0%	37.0%	54.7%	74.3%	88.4%	94.7%	97.1%	98.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 9,453 patients

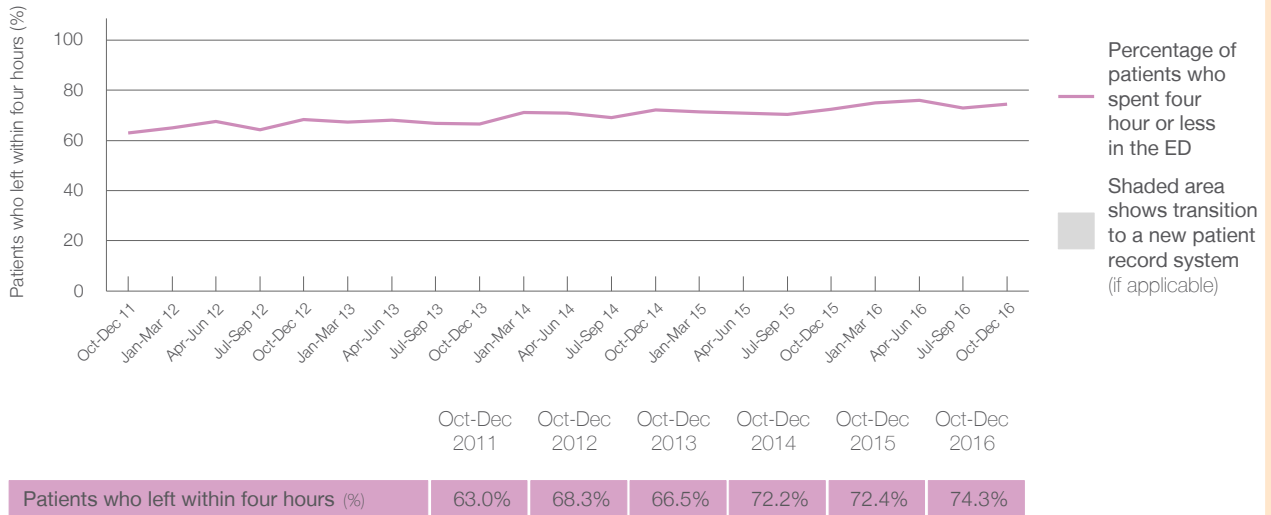
Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department	8,825	7.1%
Presentations used to calculate time to leaving the ED	8,825	7.1%
Percentage of patients who spent four hours or less in the ED	72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,487 patients
Emergency presentations:² 4,443 patients

Same period last year	Change since one year ago
4,421	1.5%
4,366	1.8%

Cessnock District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 265 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,166 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,123 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 889 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
270	
6 minutes	8 minutes
19 minutes	26 minutes
1,033	
21 minutes	20 minutes
50 minutes	67 minutes
2,199	
31 minutes	25 minutes
86 minutes	97 minutes
859	
31 minutes	24 minutes
89 minutes	103 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,487 patients

Percentage of patients who spent four hours or less in the ED 90.8%

Same period last year	Change since one year ago
4,421	1.5%
89.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

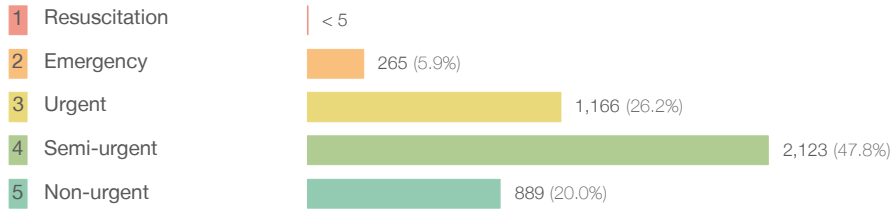
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Patients presenting to the emergency department October to December 2016

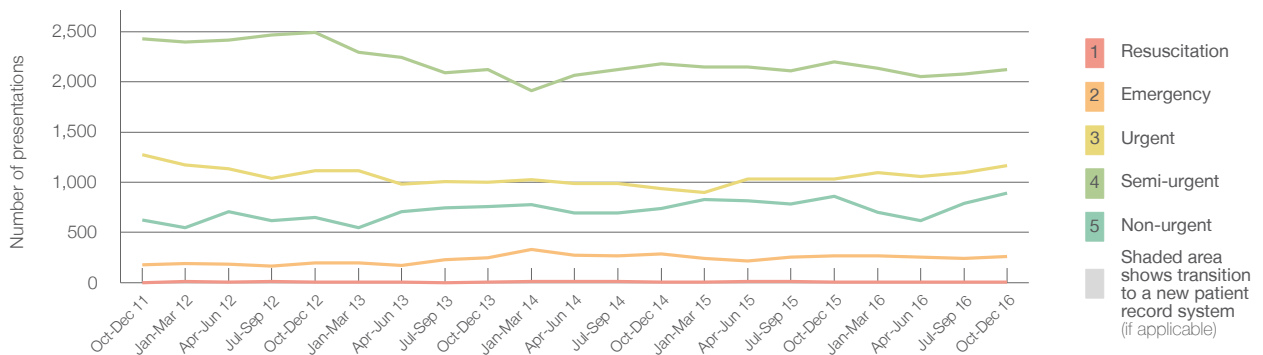
All presentations:¹ 4,487 patients

Emergency presentations² by triage category: 4,443 patients



	Same period last year	Change since one year ago
All presentations	4,421	1.5%
Emergency presentations	4,366	1.8%
Resuscitation	5	*
Emergency	270	-3.3%
Urgent	1,033	12.9%
Semi-urgent	2,199	-3.5%
Non-urgent	859	3.5%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	< 5	8	8	5	< 5
Emergency	177	203	249	288	270	265
Urgent	1,274	1,115	1,003	939	1,033	1,166
Semi-urgent	2,430	2,491	2,123	2,182	2,199	2,123
Non-urgent	622	650	761	737	859	889
All emergency presentations	4,503	4,459	4,144	4,154	4,366	4,443

Cessnock District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 365 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	366	
ED Transfer of care time	10 minutes	-2 minutes
ED Transfer of care time	22 minutes	-4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 265

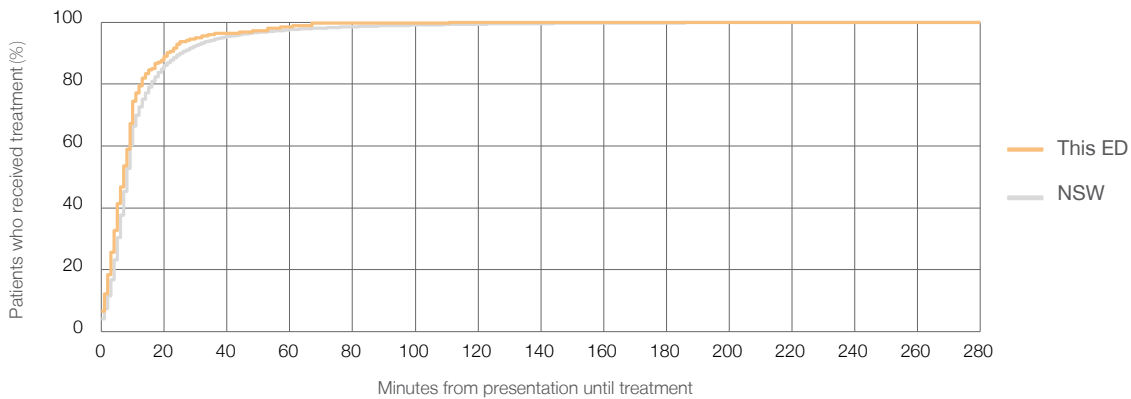
Number of triage 2 patients used to calculate waiting time:³ 254

Median time to start treatment⁴ 7 minutes

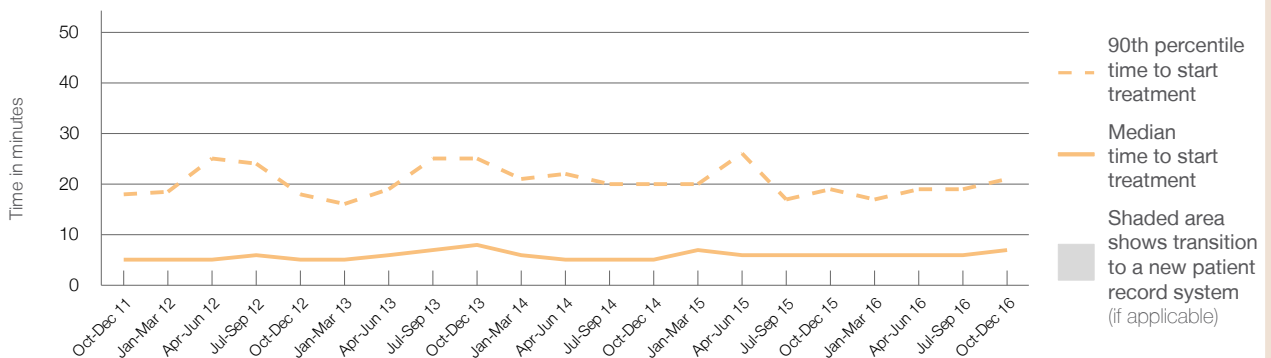
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
270	
261	
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	5	8	5	6	7
90th percentile time to start treatment ⁵ (minutes)	18	18	25	20	19	21

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,166

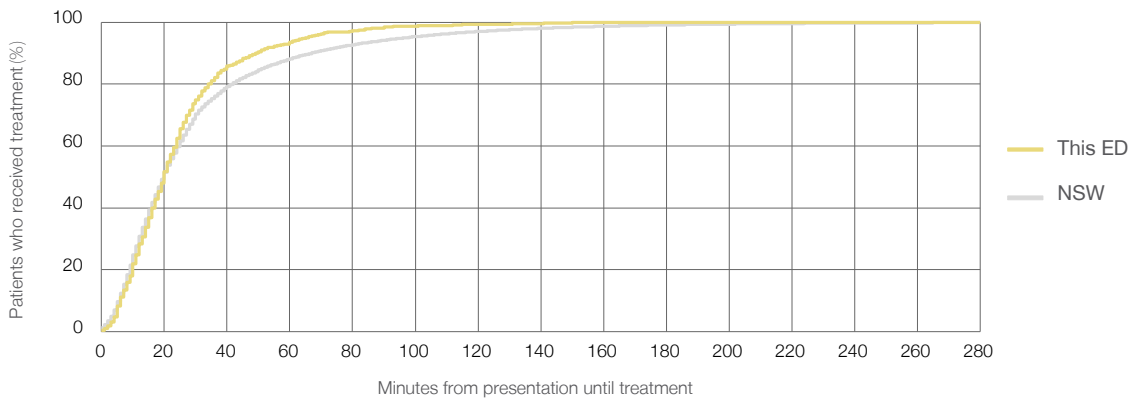
Number of triage 3 patients used to calculate waiting time:³ 1,123

Median time to start treatment⁴ 20 minutes

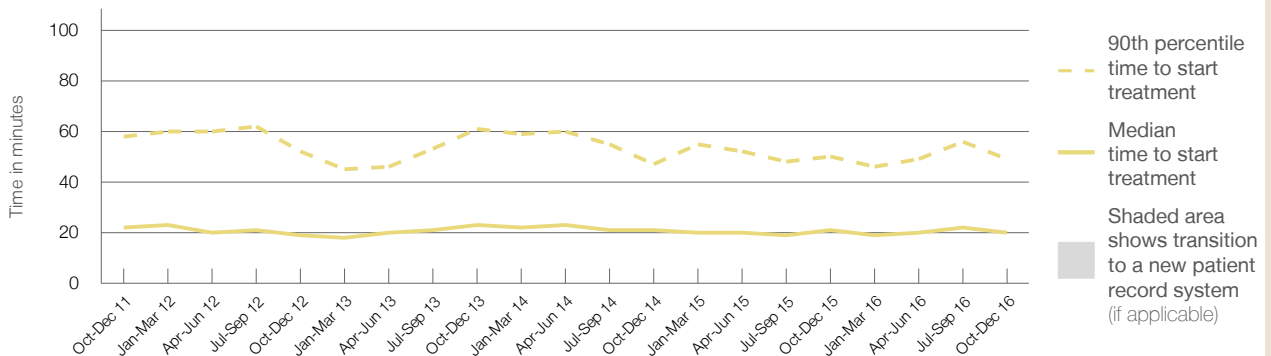
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,033	
999	
21 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	19	23	21	21	20
90th percentile time to start treatment ⁵ (minutes)	58	52	61	47	50	49

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,123

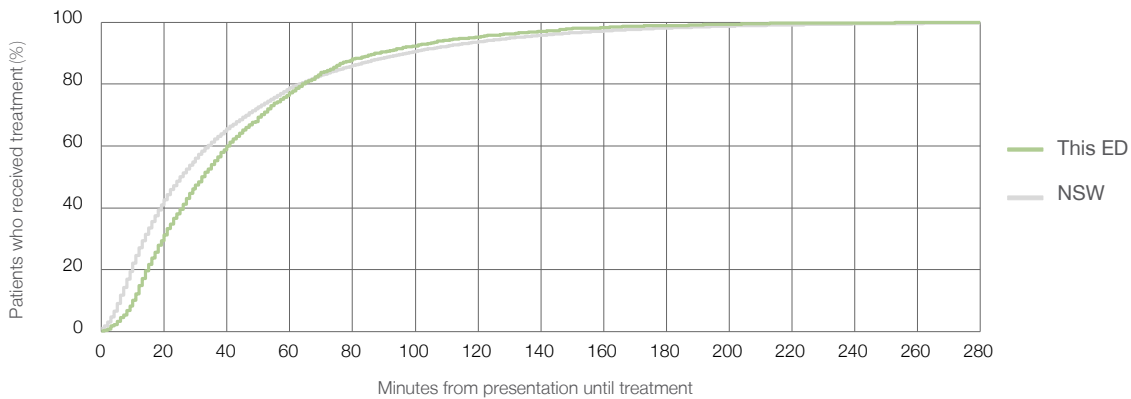
Number of triage 4 patients used to calculate waiting time:³ 1,964

Median time to start treatment⁴ 32 minutes

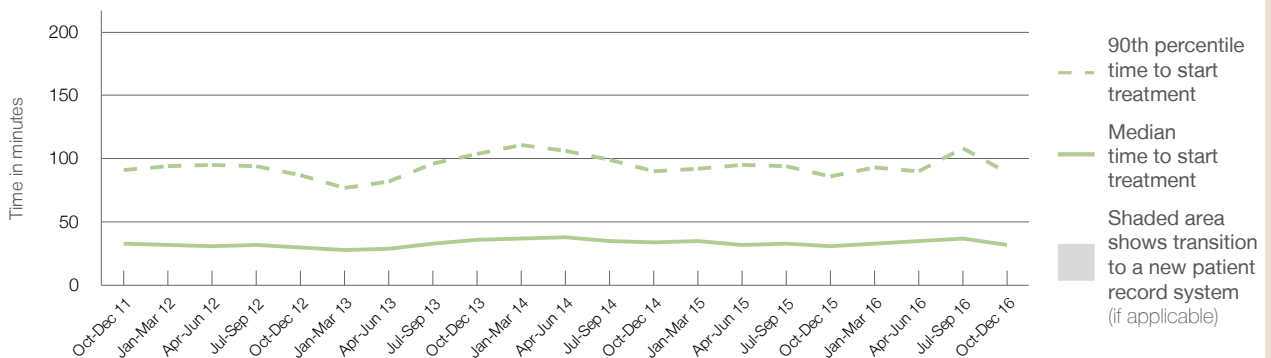
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
2,199	
2,022	
31 minutes	25 minutes
86 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	30	36	34	31	32
90th percentile time to start treatment ⁵ (minutes)	91	87	104	90	86	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 889

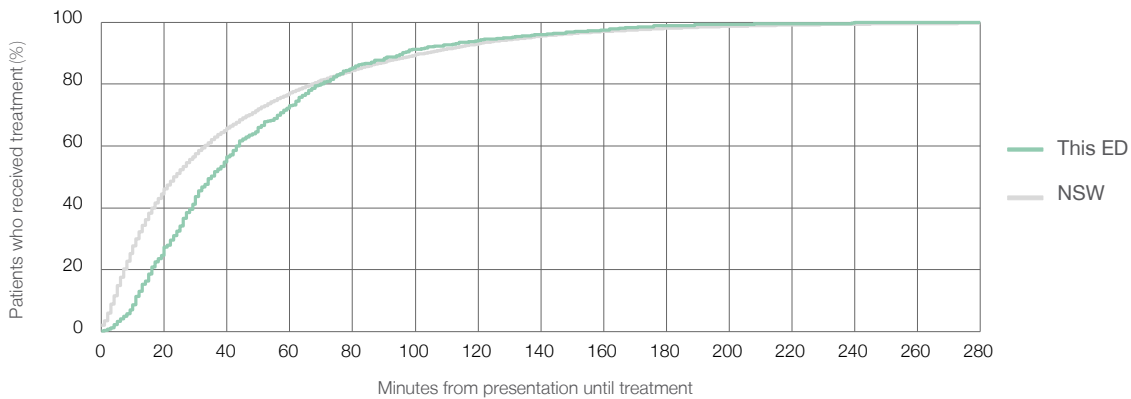
Number of triage 5 patients used to calculate waiting time:³ 761

Median time to start treatment⁴ 35 minutes

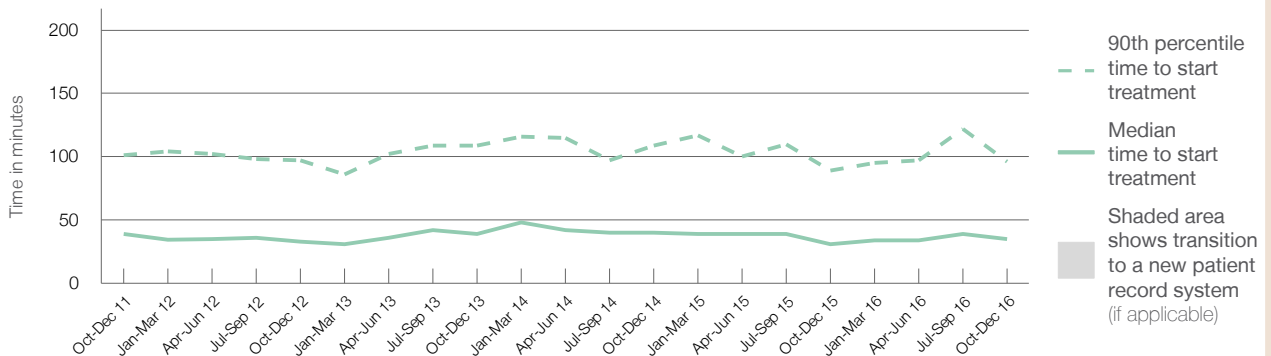
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
859	751
31 minutes	24 minutes
89 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	33	39	40	31	35
90th percentile time to start treatment ⁵ (minutes)	101	97	109	109	89	96

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,487 patients

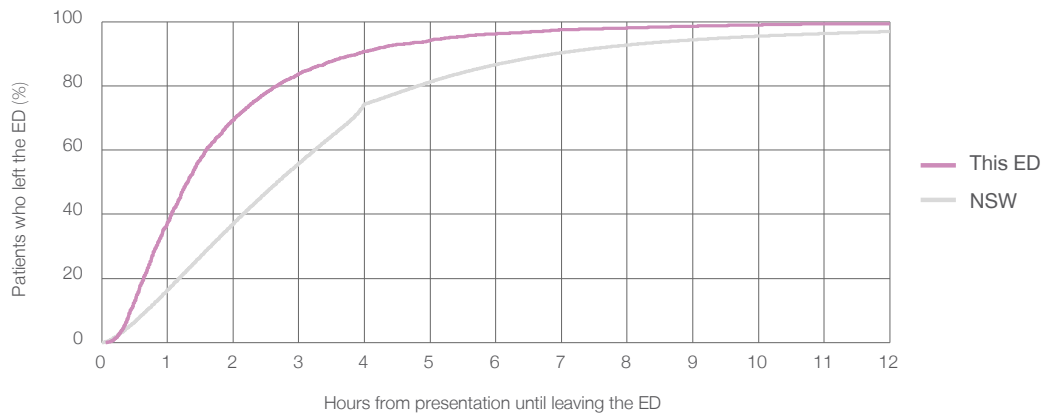
Presentations used to calculate time to leaving the ED:⁶ 4,487 patients

Median time spent in the ED⁸ 1 hours and 18 minutes

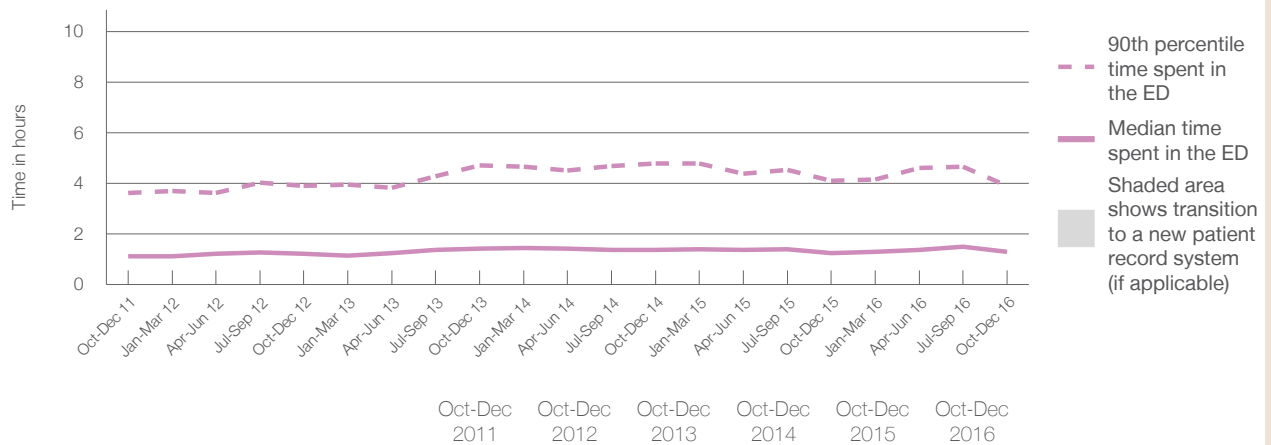
90th percentile time spent in the ED⁹ 3 hours and 54 minutes

Same period last year	NSW (this period)
4,421	4,421
1 hours and 15 minutes	2 hours and 41 minutes
4 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 7m	1h 13m	1h 25m	1h 22m	1h 15m	1h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 38m	3h 54m	4h 43m	4h 48m	4h 6m	3h 54m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

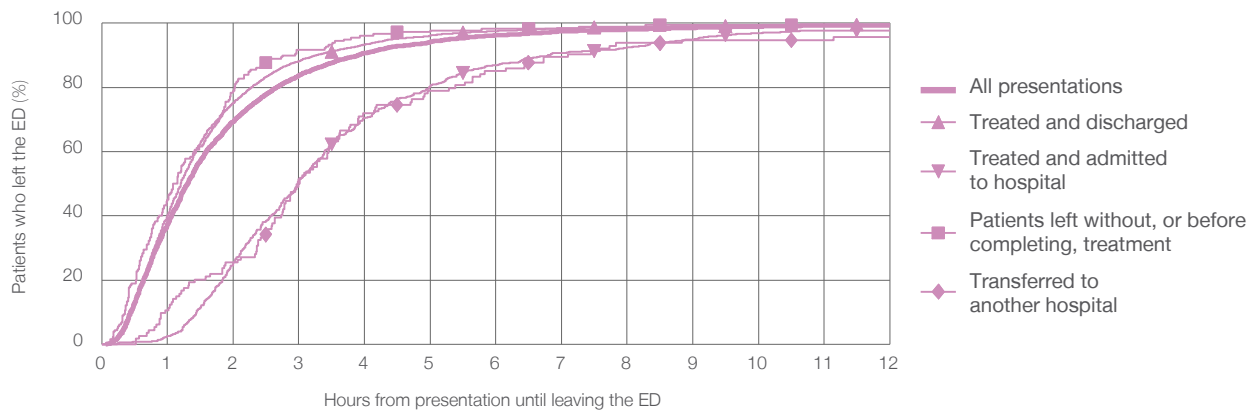
All presentations:¹ 4,487 patients

Presentations used to calculate time to leaving the ED:⁶ 4,487 patients

Treated and discharged	3,474 (77.4%)
Treated and admitted to hospital	499 (11.1%)
Patient left without, or before completing, treatment	180 (4.0%)
Transferred to another hospital	114 (2.5%)
Other	220 (4.9%)

Same period last year	Change since one year ago
4,421	1.5%
3,408	1.9%
447	11.6%
165	9.1%
152	-25.0%
249	-11.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.3%	75.2%	88.2%	93.4%	97.6%	98.8%	99.3%	99.7%
Treated and admitted to hospital	2.6%	25.5%	51.5%	70.5%	87.0%	92.6%	97.0%	97.8%
Patient left without, or before completing, treatment	45.0%	78.9%	91.7%	96.1%	98.3%	98.9%	99.4%	99.4%
Transferred to another hospital	10.5%	25.4%	50.0%	71.9%	85.1%	93.9%	94.7%	95.6%
All presentations	37.5%	69.5%	83.8%	90.8%	96.2%	98.1%	99.0%	99.4%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,487 patients

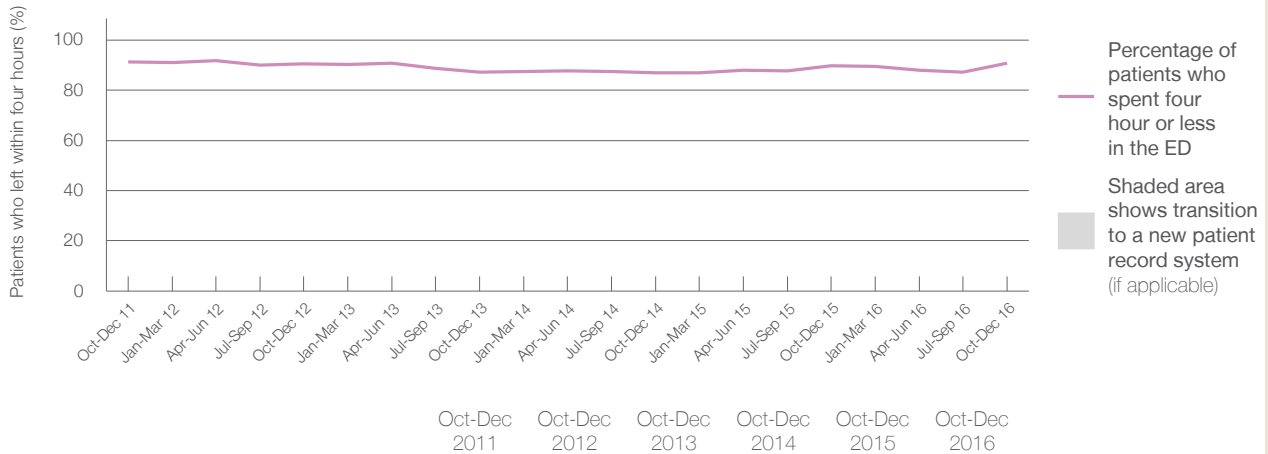
Presentations used to calculate time to leaving the ED:⁶ 4,487 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,487 patients	4,421	1.5%
Presentations used to calculate time to leaving the ED: ⁶ 4,487 patients	4,421	1.5%
Percentage of patients who spent four hours or less in the ED	89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	91.2%	90.4%	87.2%	87.0%	89.7%	90.8%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,225 patients
Emergency presentations:² 2,027 patients

Same period last year	Change since one year ago
2,144	3.8%
1,992	1.8%

Gunnedah District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 102 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 399 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,197 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 329 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
115	
4 minutes	8 minutes
20 minutes	26 minutes
442	
18 minutes	20 minutes
70 minutes	67 minutes
1,186	
30 minutes	25 minutes
89 minutes	97 minutes
244	
22 minutes	24 minutes
85 minutes	103 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,225 patients

Percentage of patients who spent four hours or less in the ED 89.8%

Same period last year	Change since one year ago
2,144	3.8%
91.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

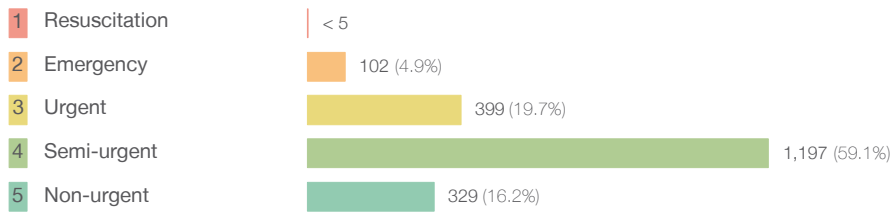
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Patients presenting to the emergency department October to December 2016

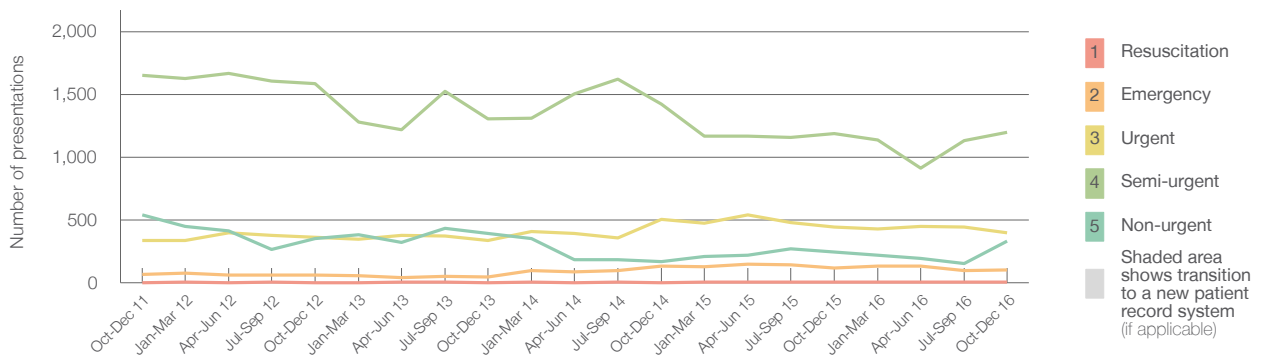
All presentations:¹ 2,225 patients

Emergency presentations² by triage category: 2,027 patients



	Same period last year	Change since one year ago
All presentations	2,144	3.8%
Emergency presentations	1,992	1.8%
1 Resuscitation	5	*
2 Emergency	115	-13.9%
3 Urgent	442	-9.7%
4 Semi-urgent	1,186	0.9%
5 Non-urgent	244	34.8%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	< 5	< 5	< 5	5	< 5
Emergency	69	62	44	131	115	102
Urgent	334	363	334	502	442	399
Semi-urgent	1,650	1,585	1,303	1,422	1,186	1,197
Non-urgent	542	351	392	166	244	329
All emergency presentations	2,595	2,361	2,073	2,221	1,992	2,027

Gunnedah District Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 146 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	124	
Median time	11 minutes	-1 minute
90th percentile time	27 minutes	-4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 102

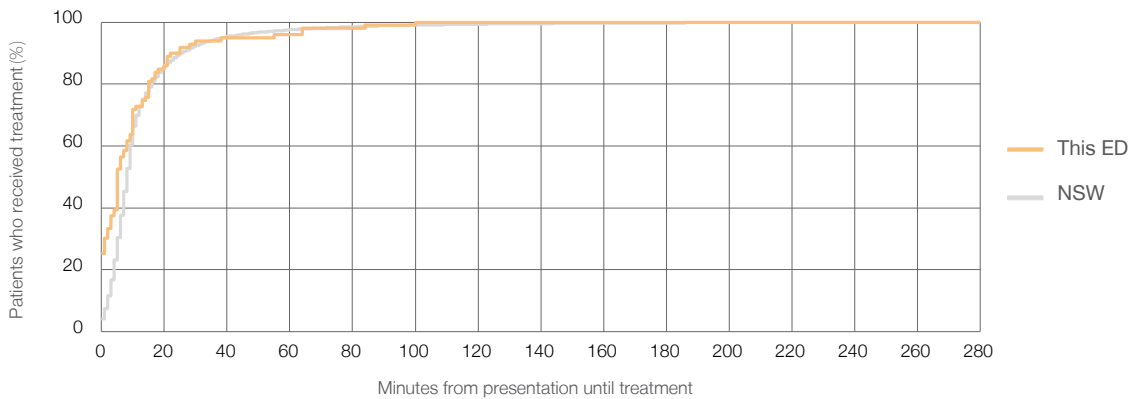
Number of triage 2 patients used to calculate waiting time:³ 99

Median time to start treatment⁴ 5 minutes

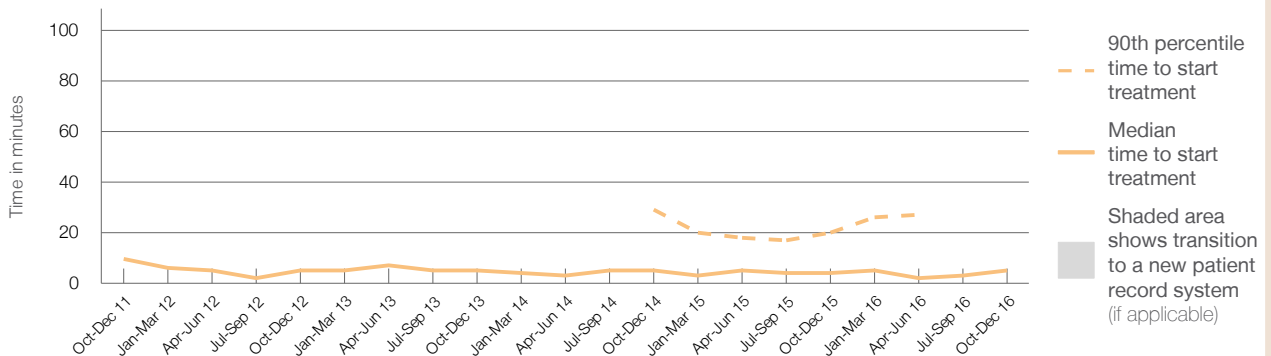
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
115	
113	
4 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	5	5	5	4	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	29	20	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 399

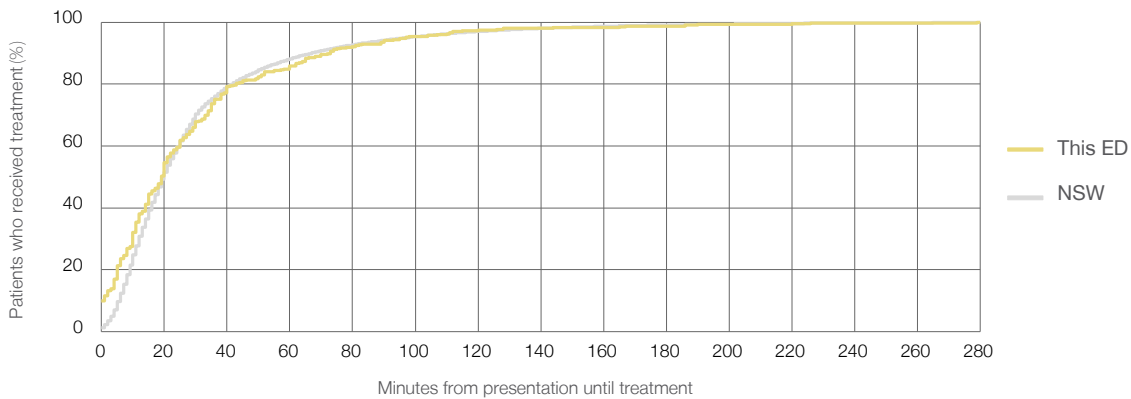
Number of triage 3 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 19 minutes

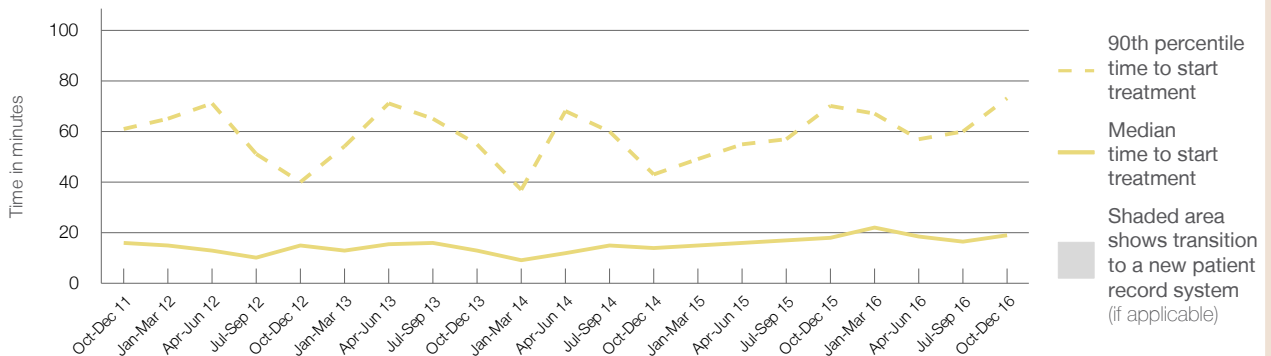
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
442	
432	
18 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	15	13	14	18	19
90th percentile time to start treatment ⁵ (minutes)	61	40	55	43	70	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,197

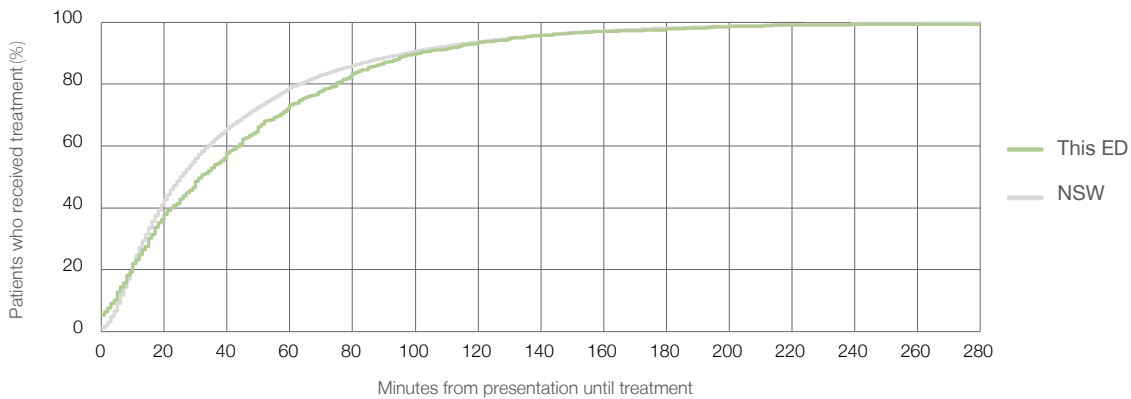
Number of triage 4 patients used to calculate waiting time:³ 1,130

Median time to start treatment⁴ 32 minutes

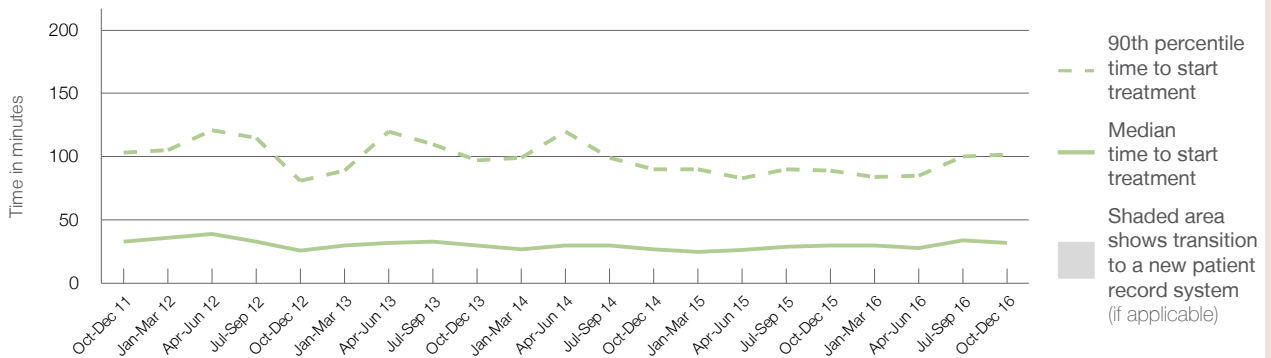
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,186	
1,135	
30 minutes	25 minutes
89 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	26	30	27	30	32
90th percentile time to start treatment ⁵ (minutes)	103	81	97	90	89	102

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 329

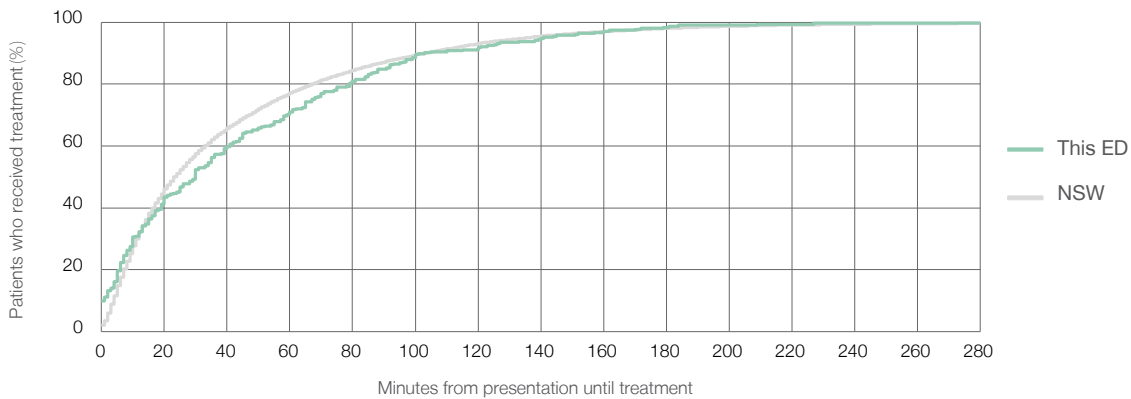
Number of triage 5 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 30 minutes

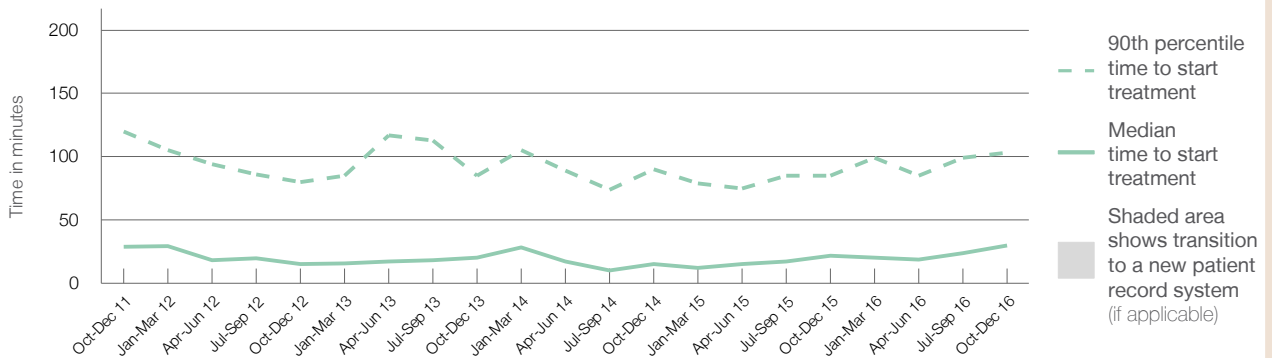
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
244	
235	
22 minutes	24 minutes
85 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	15	20	15	22	30
90th percentile time to start treatment ⁵ (minutes)	120	80	85	90	85	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,225 patients

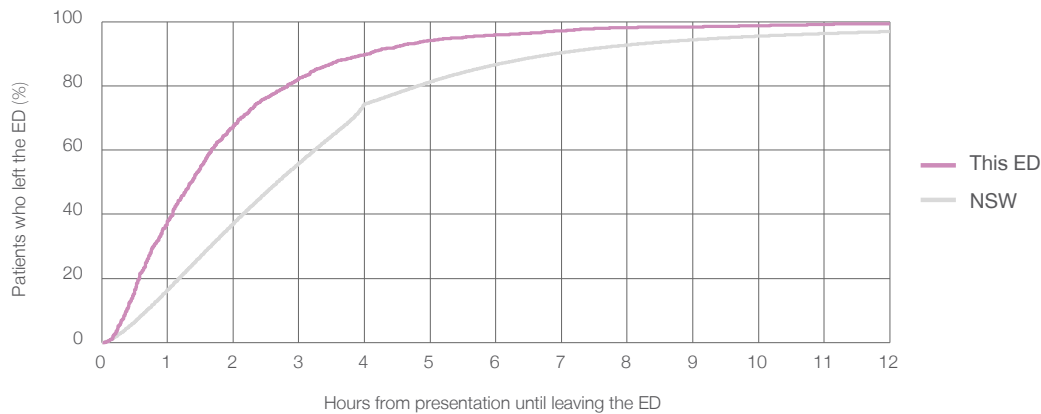
Presentations used to calculate time to leaving the ED:⁶ 2,225 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

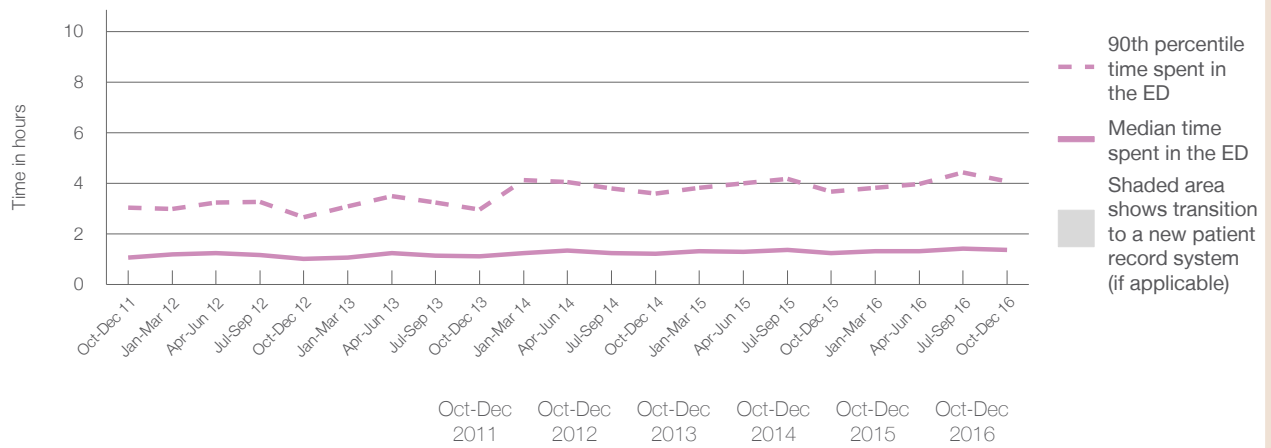
90th percentile time spent in the ED⁹ 4 hours and 5 minutes

Same period last year	NSW (this period)
2,144	2,144
1 hours and 15 minutes	2 hours and 41 minutes
3 hours and 41 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

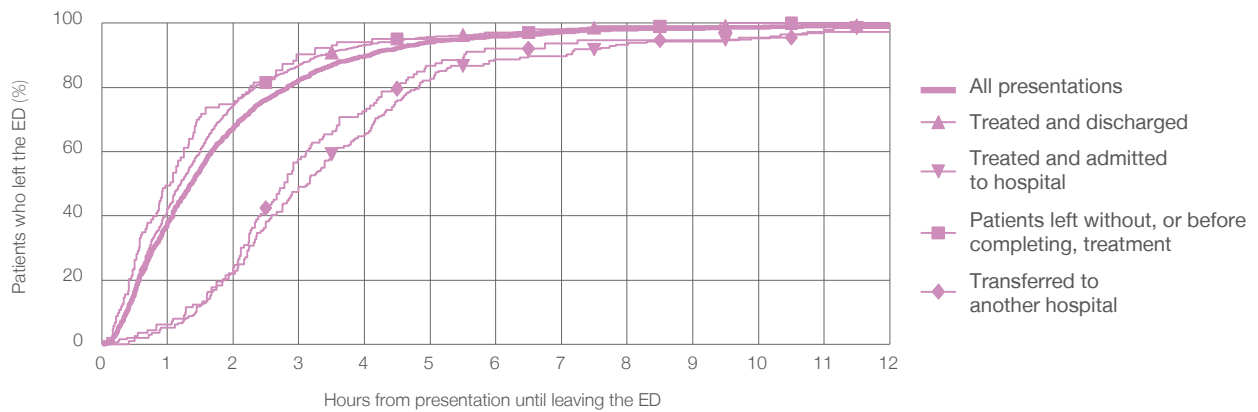
All presentations:¹ 2,225 patients

Presentations used to calculate time to leaving the ED:⁶ 2,225 patients

Treated and discharged	1,792 (80.5%)
Treated and admitted to hospital	196 (8.8%)
Patient left without, or before completing, treatment	103 (4.6%)
Transferred to another hospital	113 (5.1%)
Other	21 (0.9%)

Same period last year	Change since one year ago
2,144	3.8%
1,718	4.3%
208	-5.8%
91	13.2%
120	-5.8%
7	200.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	42.2%	74.6%	87.0%	93.2%	96.8%	98.8%	99.2%	99.5%
Treated and admitted to hospital	5.1%	21.9%	49.0%	65.3%	88.8%	93.4%	95.4%	98.5%
Patient left without, or before completing, treatment	49.5%	74.8%	90.3%	94.2%	97.1%	99.0%	100%	100%
Transferred to another hospital	6.2%	23.9%	57.5%	72.6%	92.0%	94.7%	95.6%	97.3%
All presentations	37.9%	67.5%	82.3%	89.8%	95.9%	98.2%	98.7%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,225 patients

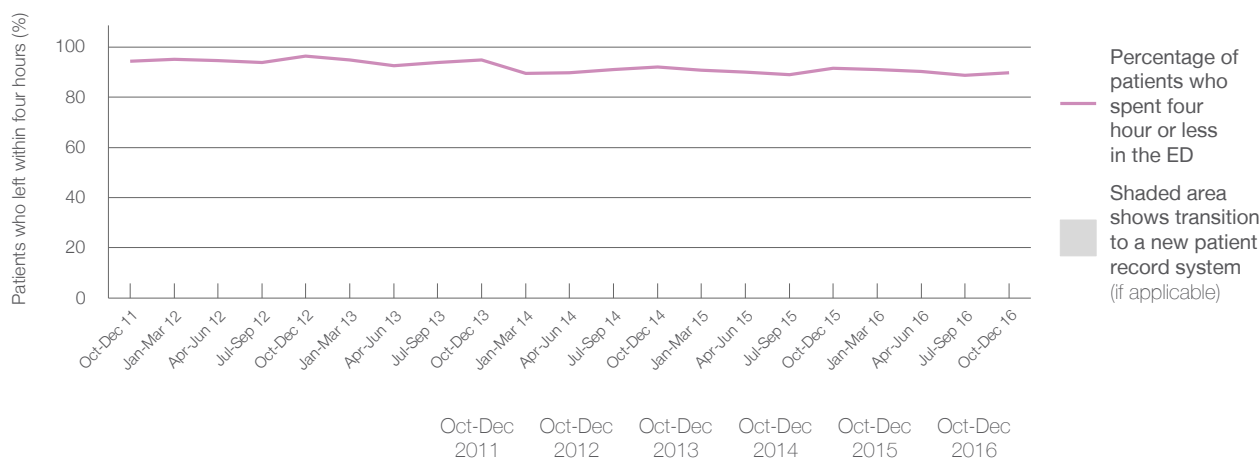
Presentations used to calculate time to leaving the ED:⁶ 2,225 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,225 patients	2,144	3.8%
Presentations used to calculate time to leaving the ED: ⁶ 2,225 patients	2,144	3.8%
Percentage of patients who spent four hours or less in the ED	91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	94.4%	96.2%	94.9%	92.1%	91.6%	89.8%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,427 patients
 Emergency presentations:² 2,356 patients

Same period last year	Change since one year ago
2,023	20.0%
1,938	21.6%

Inverell District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 252 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 786 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,032 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 281 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
217	
4 minutes	8 minutes
20 minutes	26 minutes
585	
10 minutes	20 minutes
50 minutes	67 minutes
886	
18 minutes	25 minutes
70 minutes	97 minutes
250	
11 minutes	24 minutes
60 minutes	103 minutes

Inverell District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,427 patients

Percentage of patients who spent four hours or less in the ED 89.0%

Same period last year	Change since one year ago
2,023	20.0%
89.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

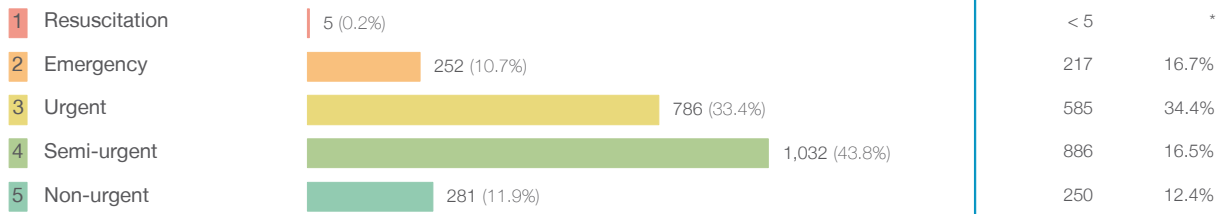
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

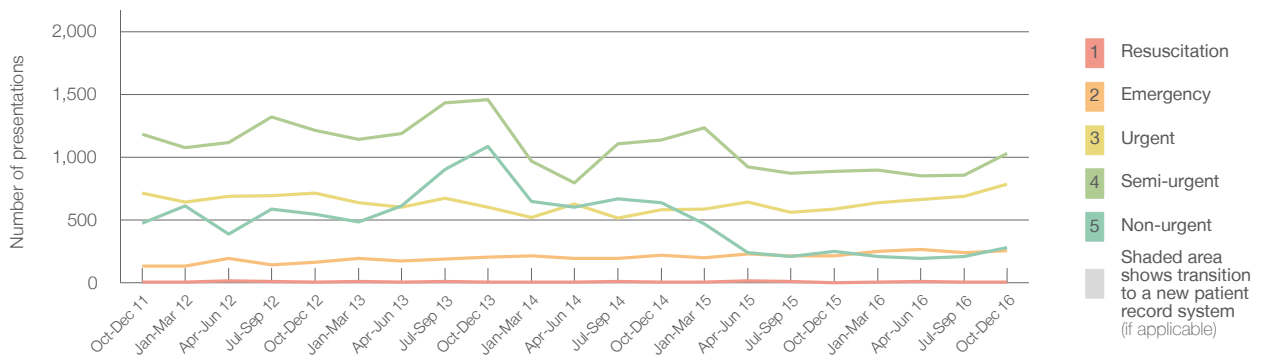
Inverell District Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 2,427 patients

Emergency presentations² by triage category: 2,356 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	6	5	5	< 5	5
Emergency	137	161	202	217	217	252
Urgent	712	715	603	581	585	786
Semi-urgent	1,183	1,211	1,460	1,138	886	1,032
Non-urgent	476	545	1,088	636	250	281
All emergency presentations	2,508	2,638	3,358	2,577	1,938	2,356

Inverell District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 257 patients **

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 252

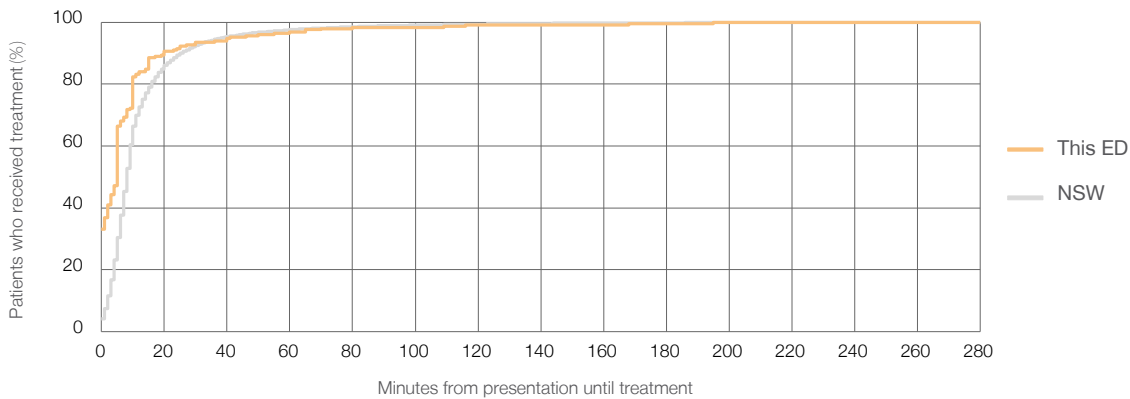
Number of triage 2 patients used to calculate waiting time:³ 244

Median time to start treatment⁴ 5 minutes

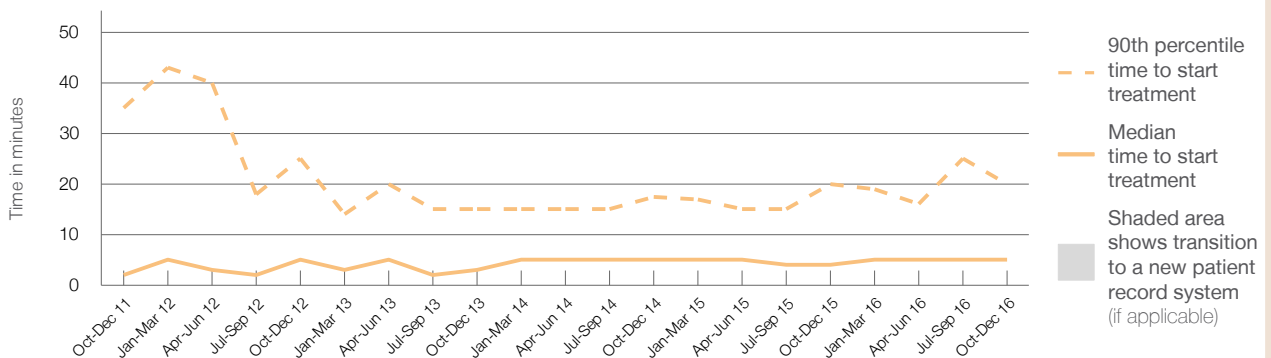
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
217	
213	
4 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	5	3	5	4	5
90th percentile time to start treatment ⁵ (minutes)	35	25	15	18	20	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 786

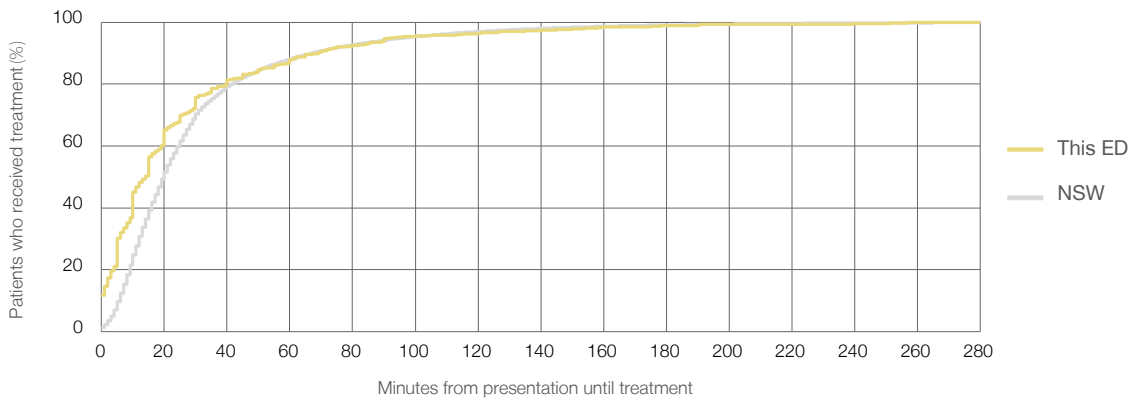
Number of triage 3 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 14 minutes

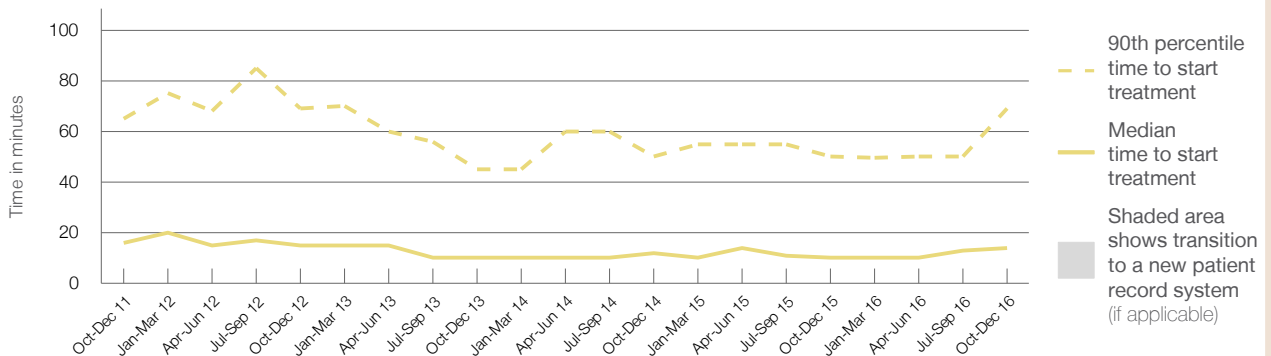
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
585	
568	
10 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	15	10	12	10	14
90th percentile time to start treatment ⁵ (minutes)	65	69	45	50	50	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,032

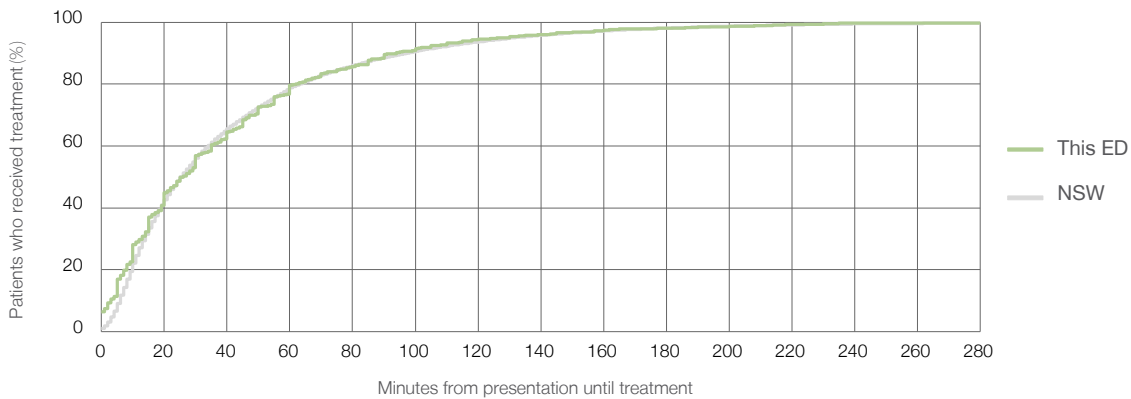
Number of triage 4 patients used to calculate waiting time:³ 919

Median time to start treatment⁴ 26 minutes

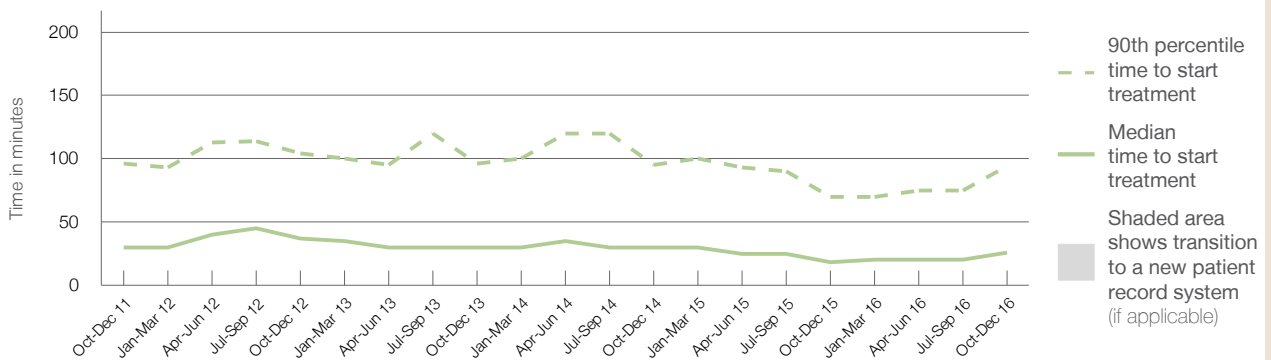
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
886	839
18 minutes	25 minutes
70 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	37	30	30	18	26
90th percentile time to start treatment ⁵ (minutes)	96	104	96	95	70	94

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 281

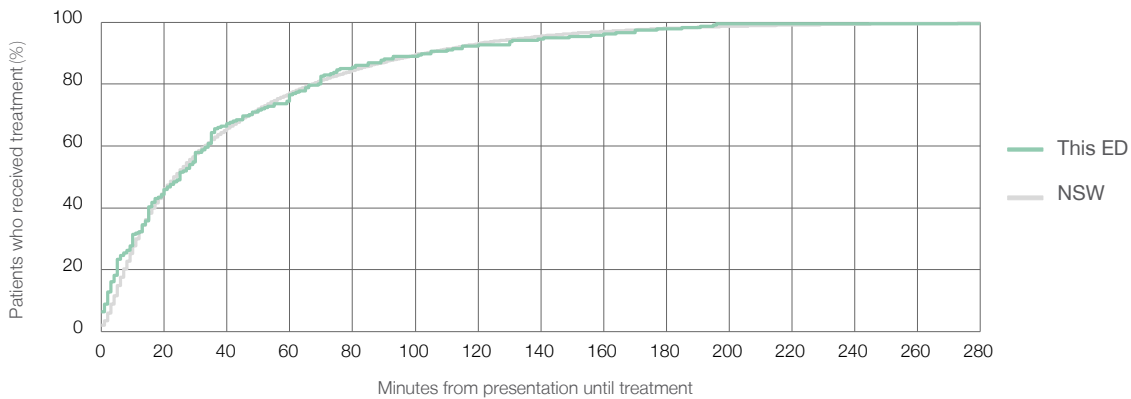
Number of triage 5 patients used to calculate waiting time:³ 235

Median time to start treatment⁴ 25 minutes

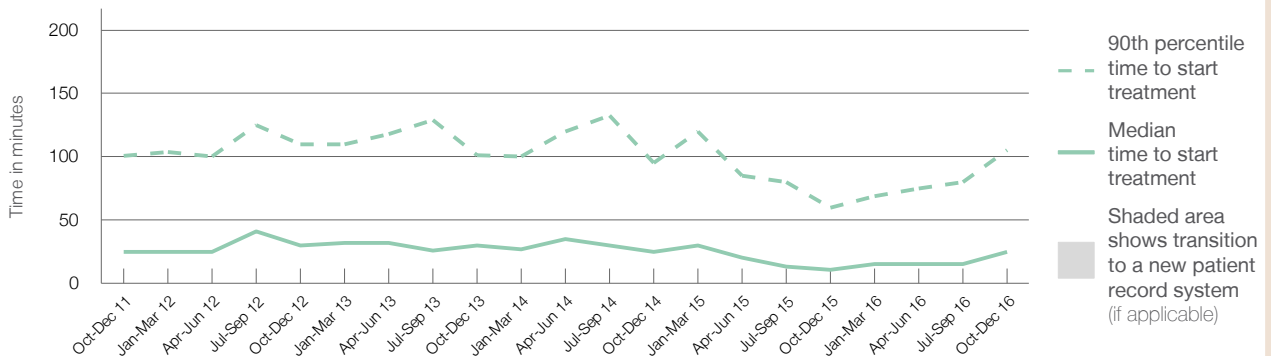
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
250	
230	
11 minutes	24 minutes
60 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	30	30	25	11	25
90th percentile time to start treatment ⁵ (minutes)	101	110	101	95	60	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,427 patients

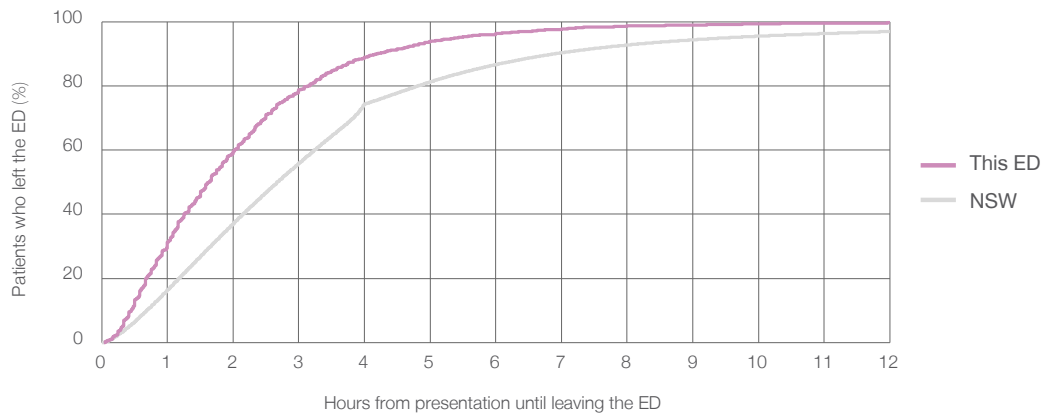
Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

Median time spent in the ED⁸ 1 hours and 38 minutes

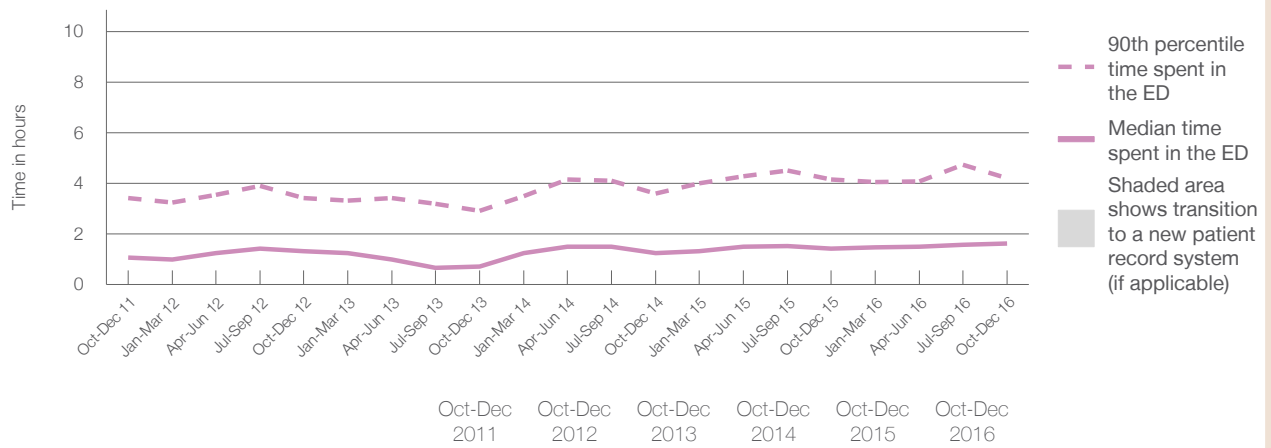
90th percentile time spent in the ED⁹ 4 hours and 12 minutes

Same period last year	NSW (this period)
2,023	2,023
1 hours and 25 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 20m	0h 43m	1h 15m	1h 25m	1h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 25m	3h 25m	2h 55m	3h 36m	4h 10m	4h 12m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

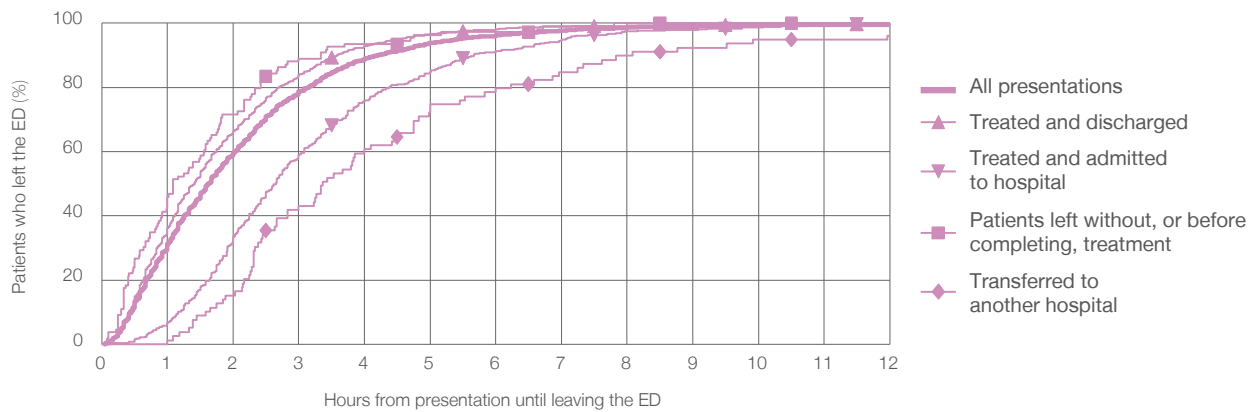
All presentations:¹ 2,427 patients

Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

Treated and discharged	1,736 (71.5%)
Treated and admitted to hospital	430 (17.7%)
Patient left without, or before completing, treatment	109 (4.5%)
Transferred to another hospital	79 (3.3%)
Other	73 (3.0%)

Same period last year	Change since one year ago
2,023	20.0%
1,469	18.2%
399	7.8%
41	165.9%
60	31.7%
54	35.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.3%	66.4%	83.9%	92.9%	98.2%	99.3%	99.7%	99.8%
Treated and admitted to hospital	6.7%	33.5%	59.1%	76.0%	91.4%	97.4%	98.6%	99.8%
Patient left without, or before completing, treatment	45.9%	71.6%	89.0%	93.6%	97.2%	100%	100%	100%
Transferred to another hospital	1.3%	15.2%	43.0%	60.8%	79.7%	89.9%	94.9%	96.2%
All presentations	31.4%	59.7%	78.7%	89.0%	96.3%	98.6%	99.3%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,427 patients

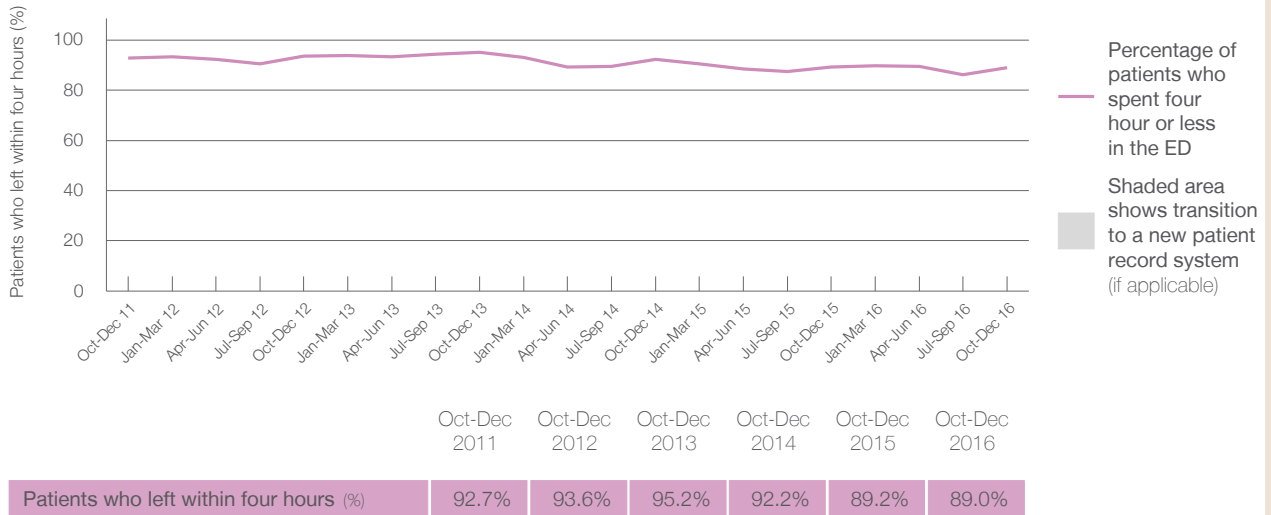
Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,427 patients	2,023	20.0%
Presentations used to calculate time to leaving the ED: ⁶ 2,427 patients	2,023	20.0%
Percentage of patients who spent four hours or less in the ED	89.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,439 patients

Emergency presentations:² 19,227 patients

Same period last year	Change since one year ago
19,336	0.5%
19,324	-0.5%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,700 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,764 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,833 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,802 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,930	
7 minutes	8 minutes
22 minutes	26 minutes
5,424	
24 minutes	20 minutes
79 minutes	67 minutes
9,652	
35 minutes	25 minutes
117 minutes	97 minutes
2,159	
40 minutes	24 minutes
133 minutes	103 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,438 patients

Percentage of patients who spent four hours or less in the ED 65.0%

Same period last year	Change since one year ago
19,335	0.5%
66.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

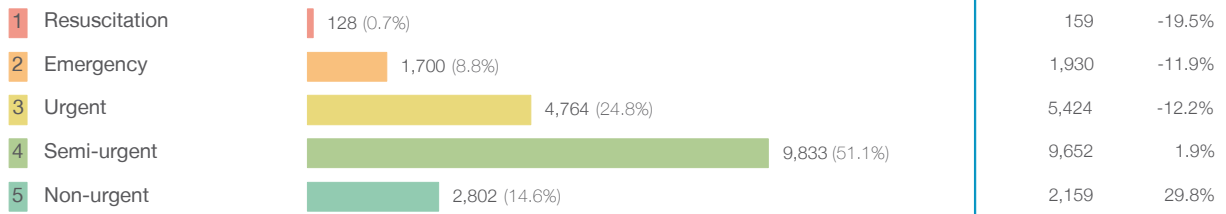
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Patients presenting to the emergency department October to December 2016

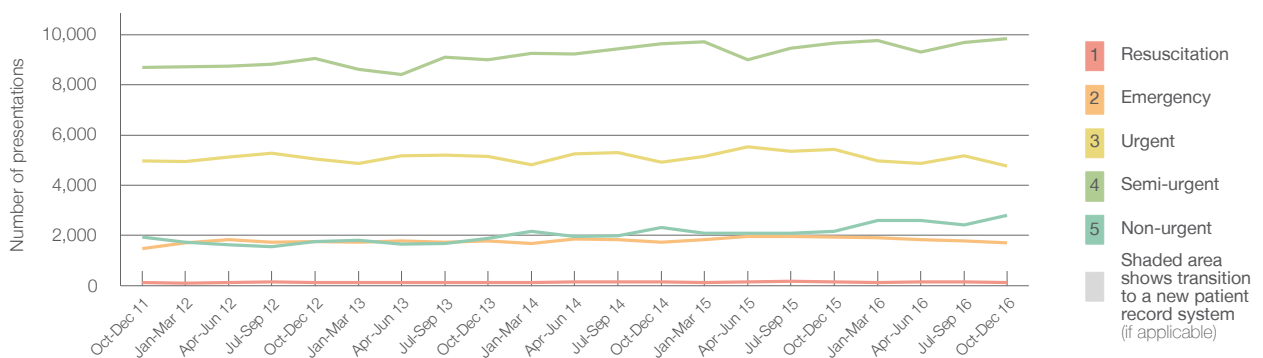
All presentations:¹ 19,439 patients

Emergency presentations² by triage category: 19,227 patients



	Same period last year	Change since one year ago
All presentations	19,336	0.5%
Emergency presentations	19,324	-0.5%
Resuscitation	159	-19.5%
Emergency	1,930	-11.9%
Urgent	5,424	-12.2%
Semi-urgent	9,652	1.9%
Non-urgent	2,159	29.8%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	122	122	129	142	159	128
Emergency	1,482	1,763	1,794	1,741	1,930	1,700
Urgent	4,968	5,034	5,149	4,907	5,424	4,764
Semi-urgent	8,702	9,047	8,997	9,625	9,652	9,833
Non-urgent	1,941	1,755	1,892	2,324	2,159	2,802
All emergency presentations	17,215	17,721	17,961	18,739	19,324	19,227

John Hunter Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,731 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,076	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	23 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,700

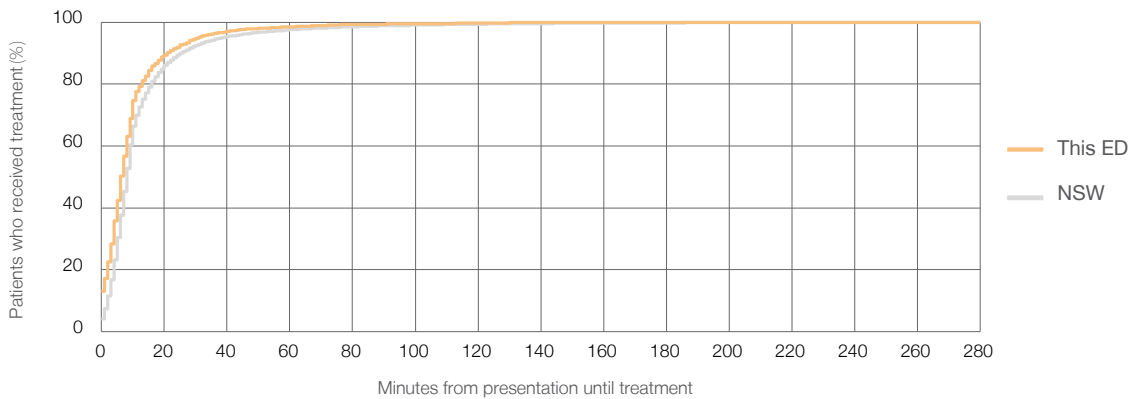
Number of triage 2 patients used to calculate waiting time:³ 1,685

Median time to start treatment⁴ 6 minutes

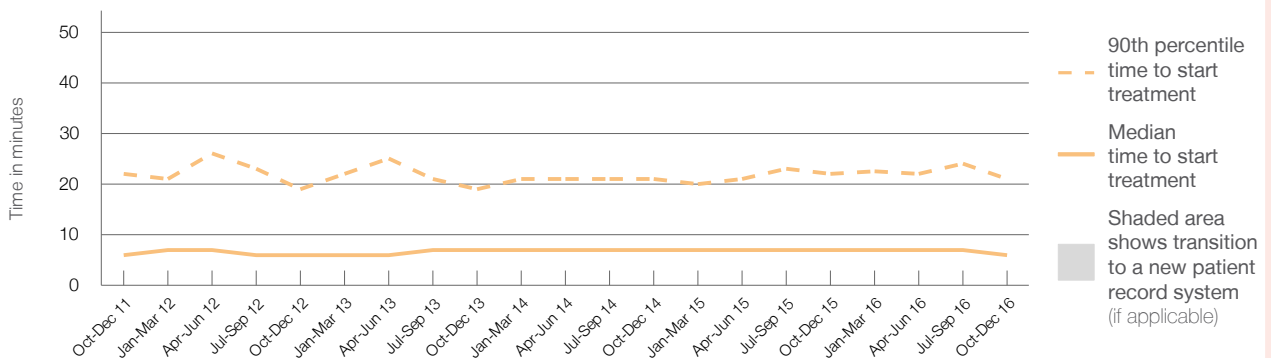
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,930	1,920
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	6	7	7	7	6
90th percentile time to start treatment ⁵ (minutes)	22	19	19	21	22	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,764

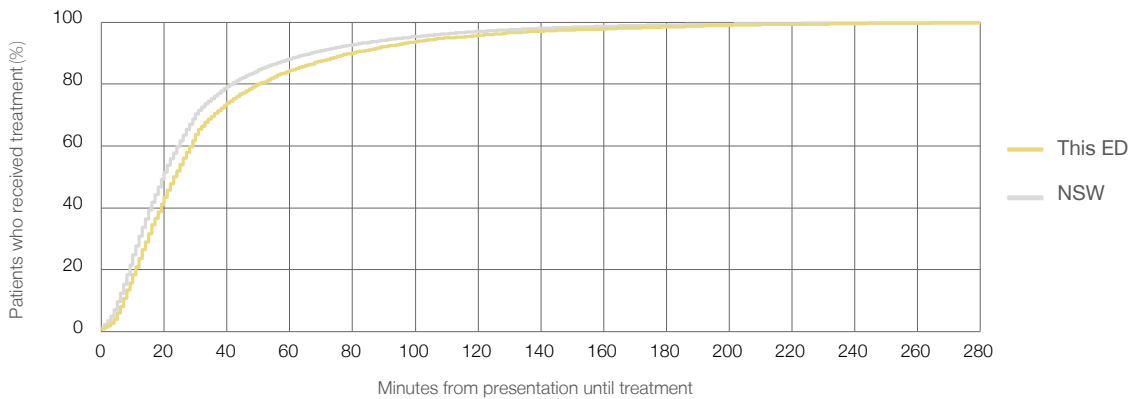
Number of triage 3 patients used to calculate waiting time:³ 4,645

Median time to start treatment⁴ 23 minutes

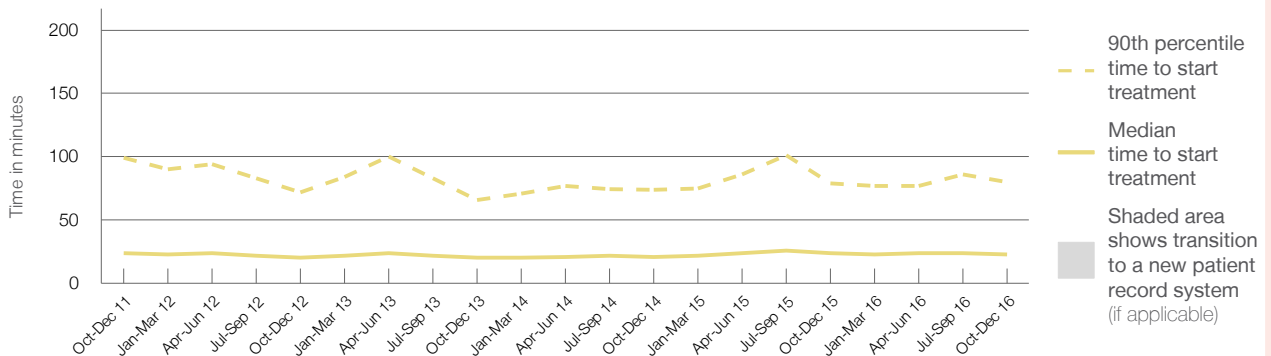
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
5,424	
5,311	
24 minutes	20 minutes
79 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	20	20	21	24	23
90th percentile time to start treatment ⁵ (minutes)	99	72	66	74	79	80

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 9,833

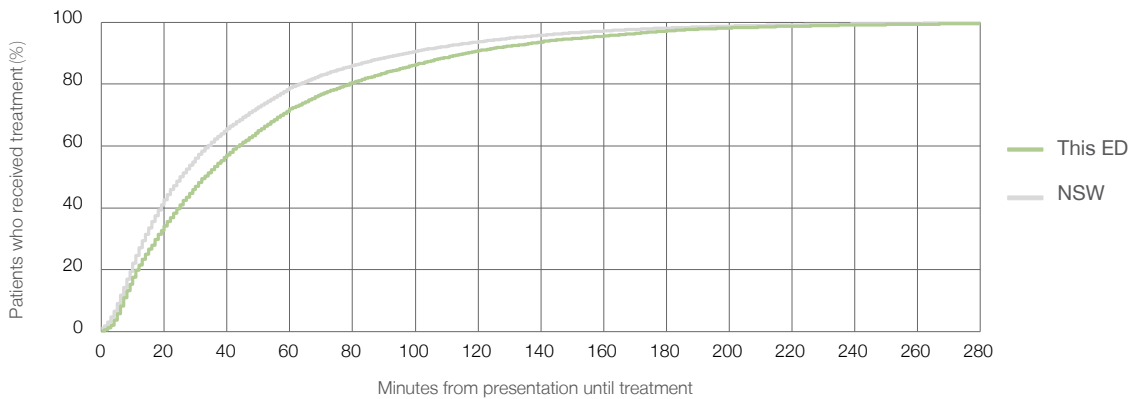
Number of triage 4 patients used to calculate waiting time:³ 9,073

Median time to start treatment⁴ 33 minutes

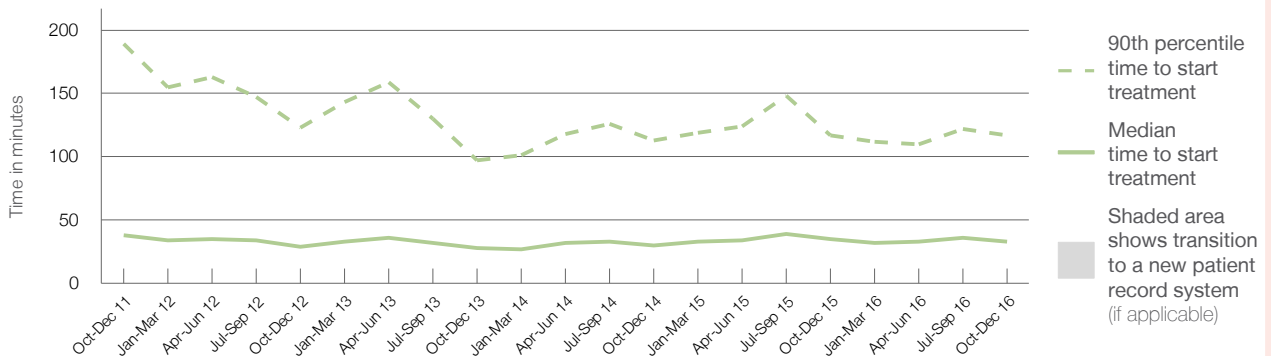
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
9,652	
8,854	
35 minutes	25 minutes
117 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	29	28	30	35	33
90th percentile time to start treatment ⁵ (minutes)	189	123	97	113	117	117

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 2,802

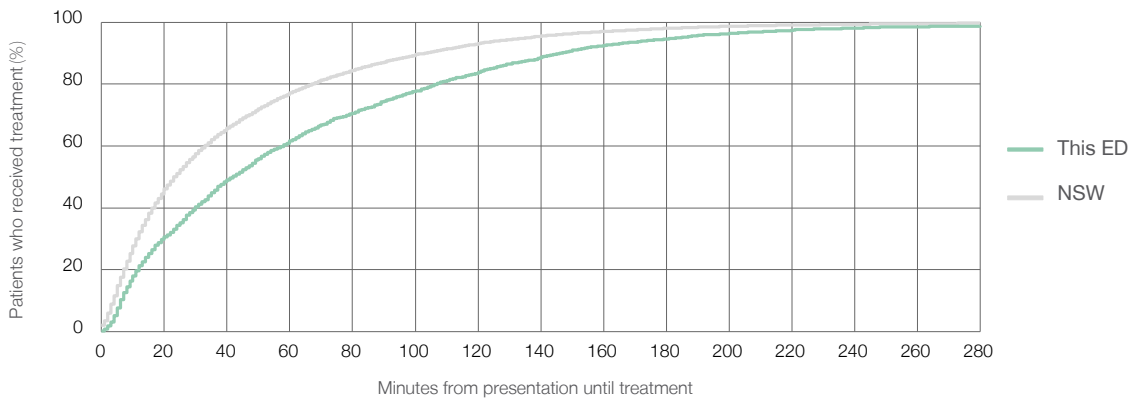
Number of triage 5 patients used to calculate waiting time:³ 2,290

Median time to start treatment⁴ 42 minutes

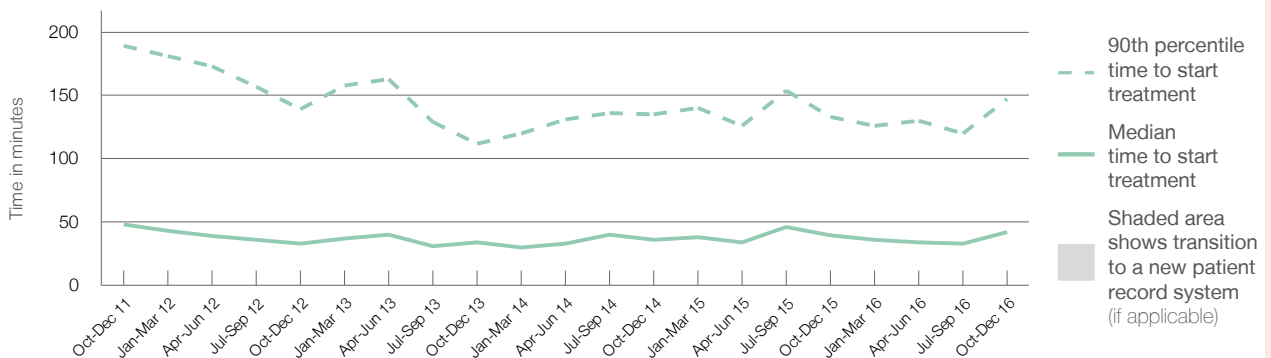
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
2,159	1,728
40 minutes	24 minutes
133 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	33	34	36	40	42
90th percentile time to start treatment ⁵ (minutes)	189	139	112	135	133	147

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,439 patients

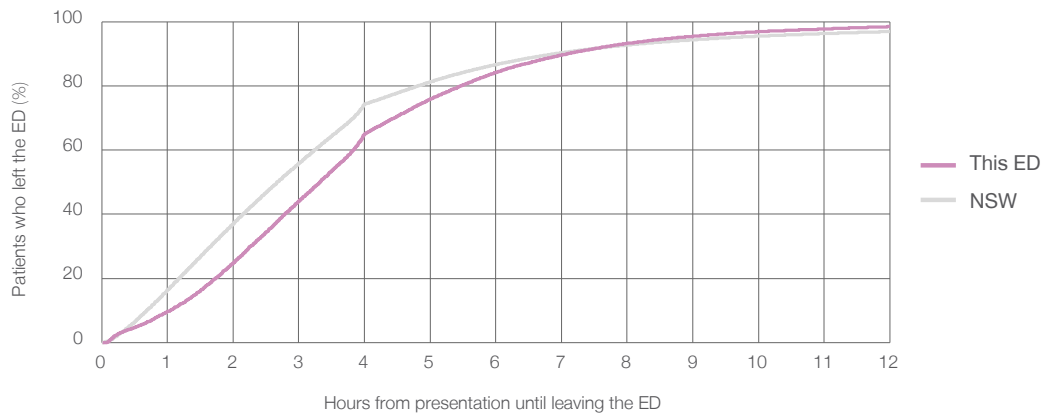
Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

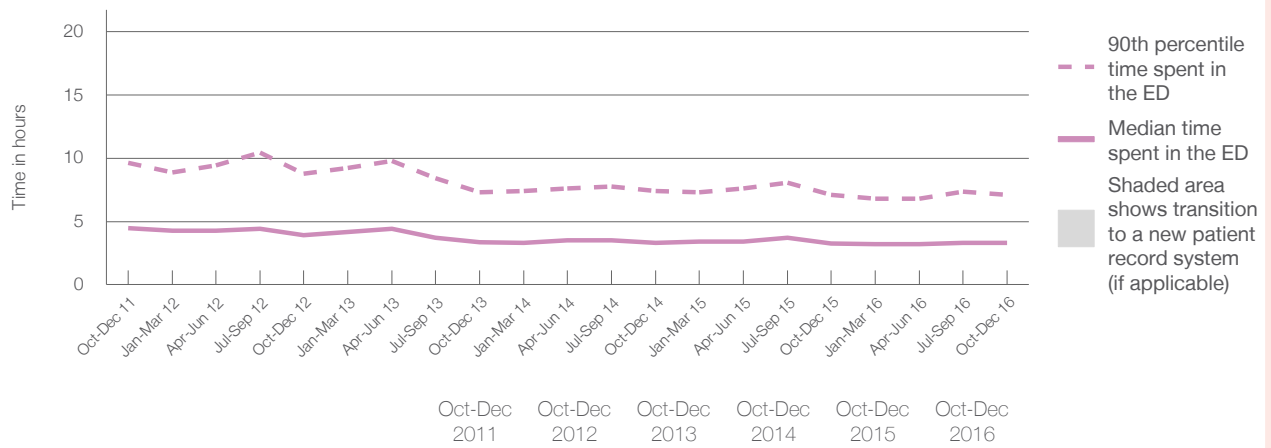
90th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
19,336	
19,335	
3 hours and 17 minutes	2 hours and 41 minutes
7 hours and 5 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 6m

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John Hunter Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

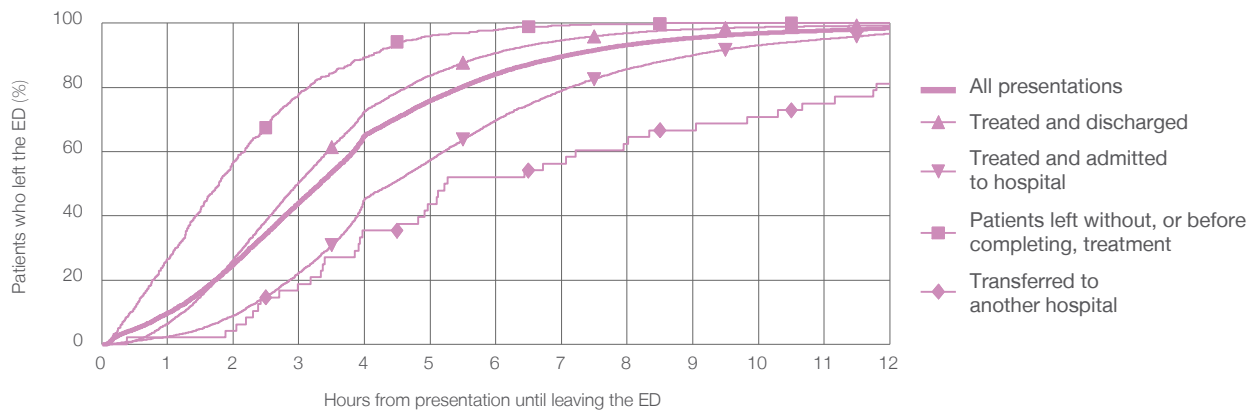
All presentations:¹ 19,439 patients

Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

Treated and discharged	10,964 (56.4%)
Treated and admitted to hospital	6,659 (34.3%)
Patient left without, or before completing, treatment	800 (4.1%)
Transferred to another hospital	48 (0.2%)
Other	968 (5.0%)

Same period last year	Change since one year ago
19,335	0.5%
10,840	1.1%
6,762	-1.5%
671	19.2%
66	-27.3%
997	-2.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	26.4%	50.4%	72.5%	90.8%	96.9%	98.8%	99.3%
Treated and admitted to hospital	2.4%	8.9%	22.3%	45.3%	69.8%	85.8%	93.1%	96.7%
Patient left without, or before completing, treatment	26.5%	56.8%	77.9%	89.3%	98.0%	99.8%	100%	100%
Transferred to another hospital	2.1%	4.2%	18.8%	35.4%	52.1%	62.5%	70.8%	81.3%
All presentations	9.7%	24.9%	44.2%	65.0%	84.2%	93.2%	96.9%	98.4%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 19,439 patients

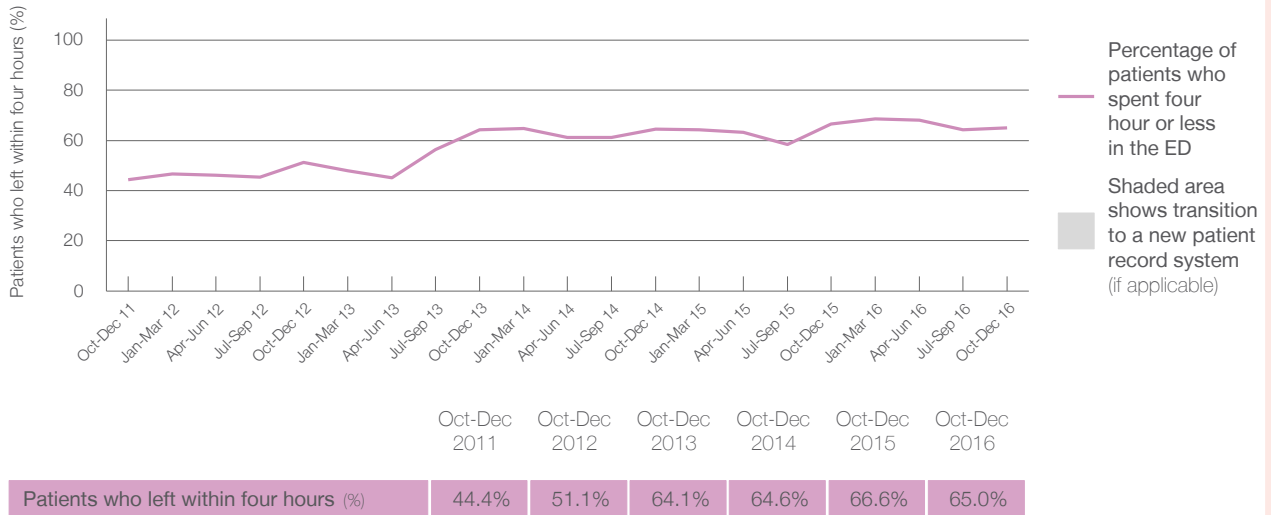
Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	19,336	0.5%
Presentations used to calculate time to leaving the ED: ⁶	19,335	0.5%
Percentage of patients who spent four hours or less in the ED	66.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 1,035 patients

Emergency presentations:² 968 patients

Same period last year	Change since one year ago
1,321	-21.7%
1,303	-25.7%

Kurri Kurri District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 78 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 270 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 509 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 46 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 111 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
75	
3 minutes	8 minutes
*	26 minutes
344	
11 minutes	20 minutes
35 minutes	67 minutes
676	
13 minutes	25 minutes
68 minutes	97 minutes
208	
11 minutes	24 minutes
57 minutes	103 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 1,035 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,321	-21.7%
93.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

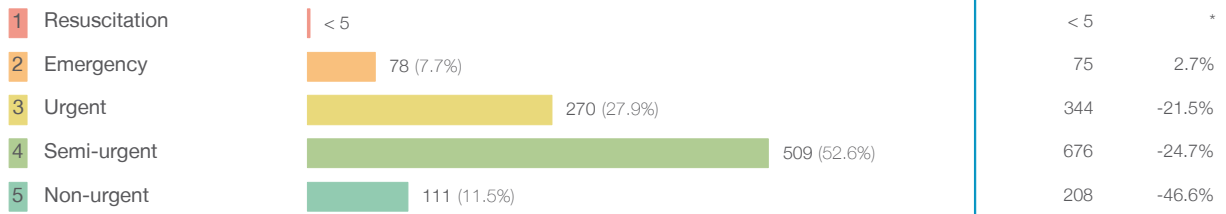
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Patients presenting to the emergency department October to December 2016

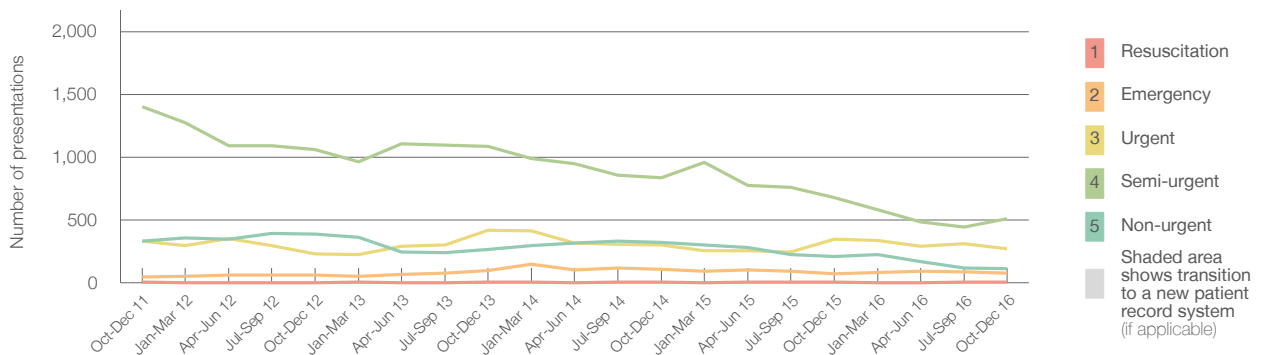
All presentations¹ 1,035 patients

Emergency presentations² by triage category: 968 patients



Same period last year	Change since one year ago
1,321	-21.7%
1,303	-25.7%
< 5	*
75	2.7%
344	-21.5%
676	-24.7%
208	-46.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	0	< 5	5	< 5	< 5
Emergency	48	58	98	105	75	78
Urgent	330	230	416	299	344	270
Semi-urgent	1,402	1,062	1,085	836	676	509
Non-urgent	333	385	265	322	208	111
All emergency presentations	2,113	1,735	1,864	1,567	1,303	968

Kurri Kurri District Hospital: Patients arriving by ambulance October to December 2016

ED Transfer of care time is not currently available for this hospital.⁷

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 78

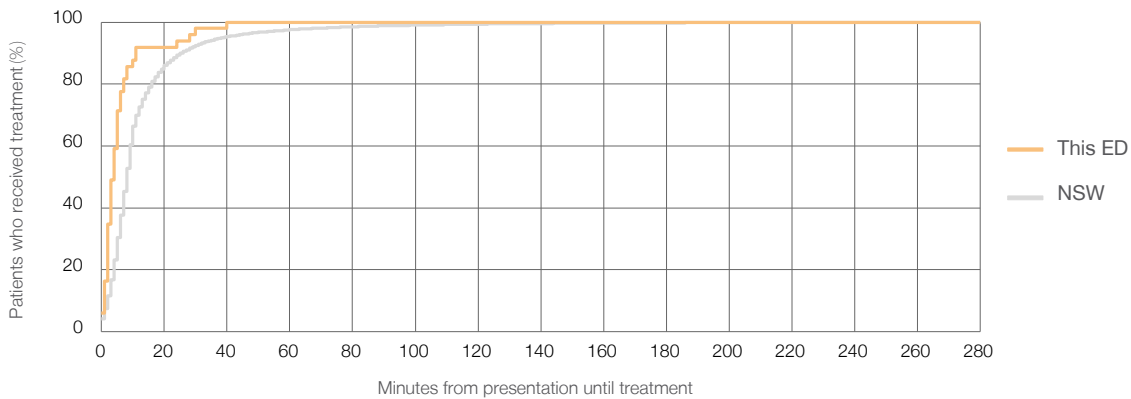
Number of triage 2 patients used to calculate waiting time:³ 49

Median time to start treatment⁴ 4 minutes

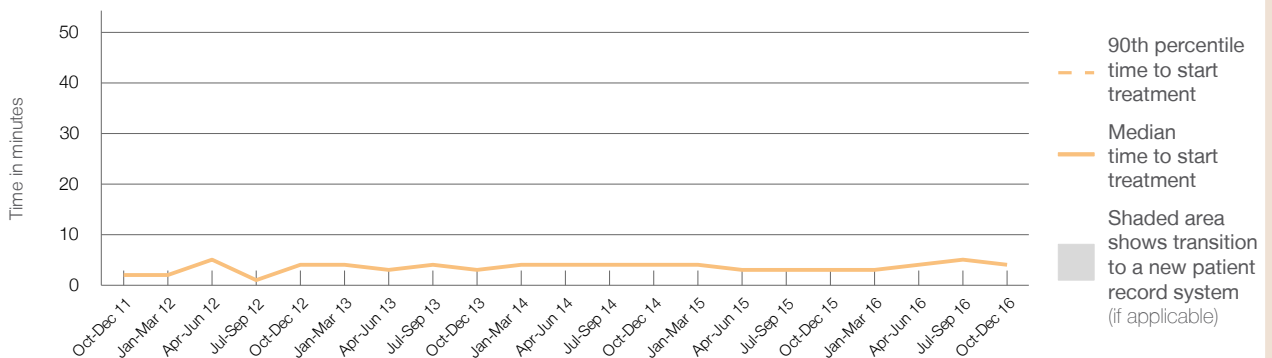
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
75	57
3 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	4	3	4	3	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 270

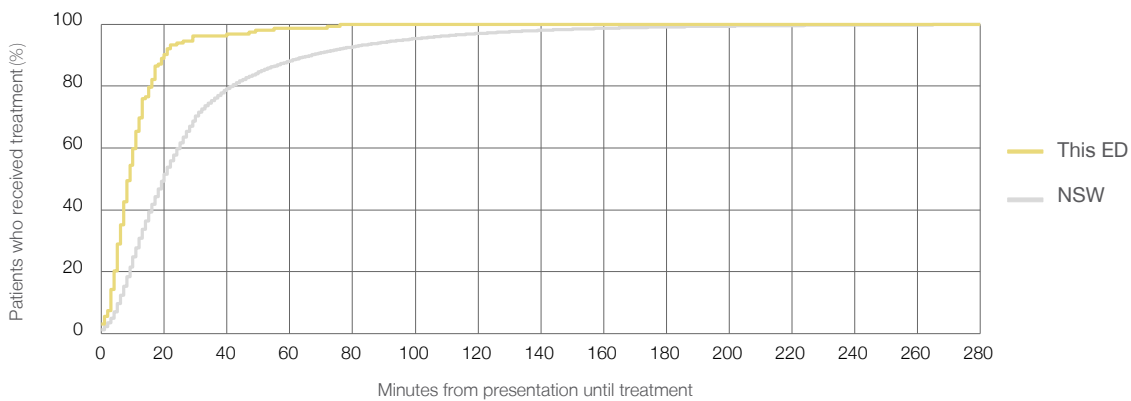
Number of triage 3 patients used to calculate waiting time:³ 162

Median time to start treatment⁴ 9 minutes

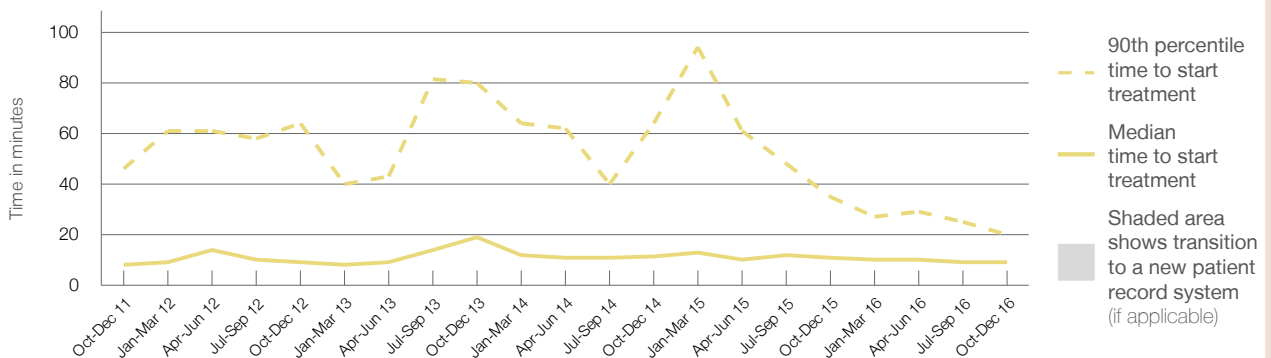
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
344	
253	
11 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	19	12	11	9
90th percentile time to start treatment ⁵ (minutes)	46	64	80	64	35	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 509

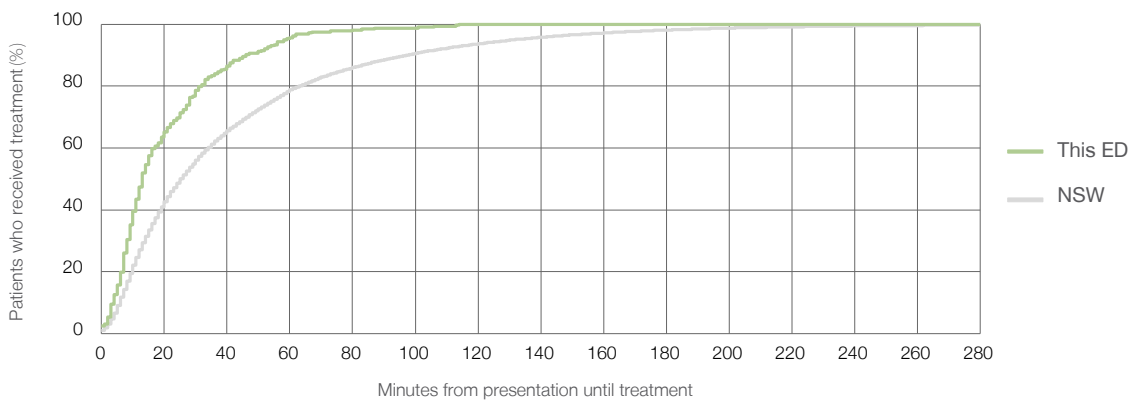
Number of triage 4 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 13 minutes

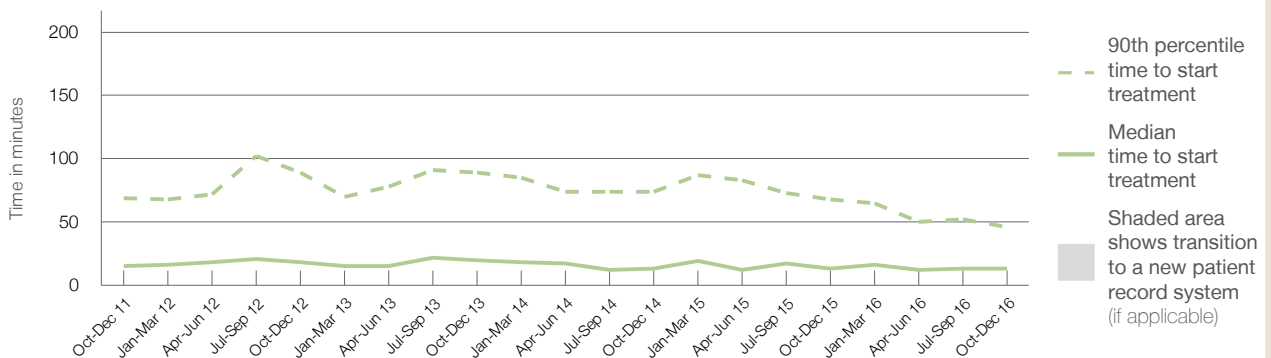
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
676	457
13 minutes	25 minutes
68 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	18	20	13	13	13
90th percentile time to start treatment ⁵ (minutes)	69	89	89	74	68	46

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 111

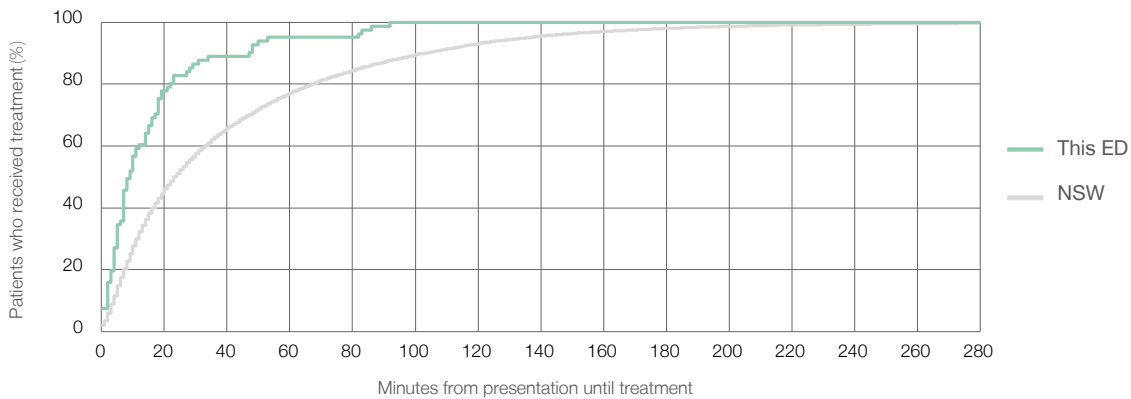
Number of triage 5 patients used to calculate waiting time:³ 81

Median time to start treatment⁴ 9 minutes

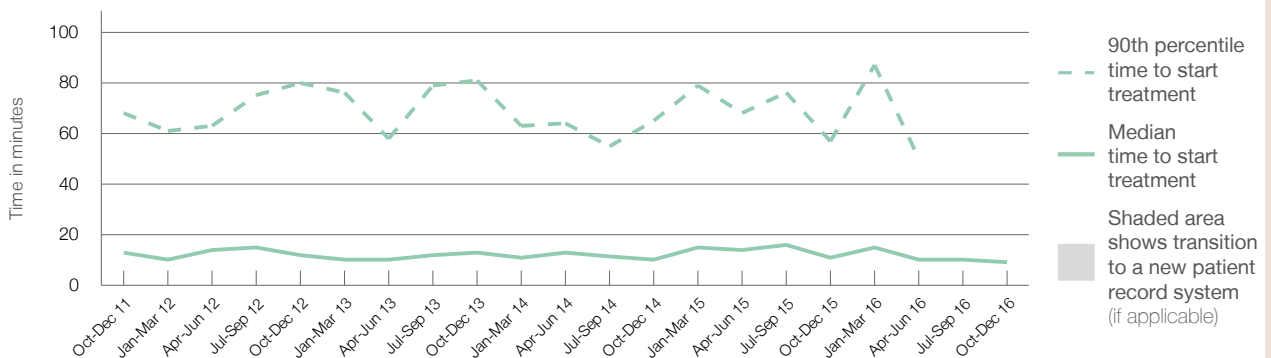
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
208	150
11 minutes	24 minutes
57 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	13	12	13	10	11	9
90th percentile time to start treatment ⁵ (minutes)	68	80	81	65	57	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 1,035 patients

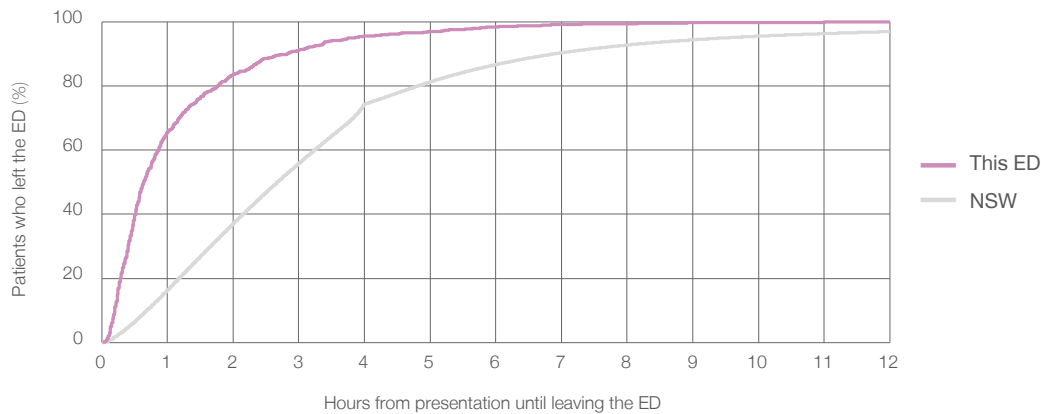
Presentations used to calculate time to leaving the ED:⁶ 1,035 patients

Median time spent in the ED⁸ 0 hours and 39 minutes

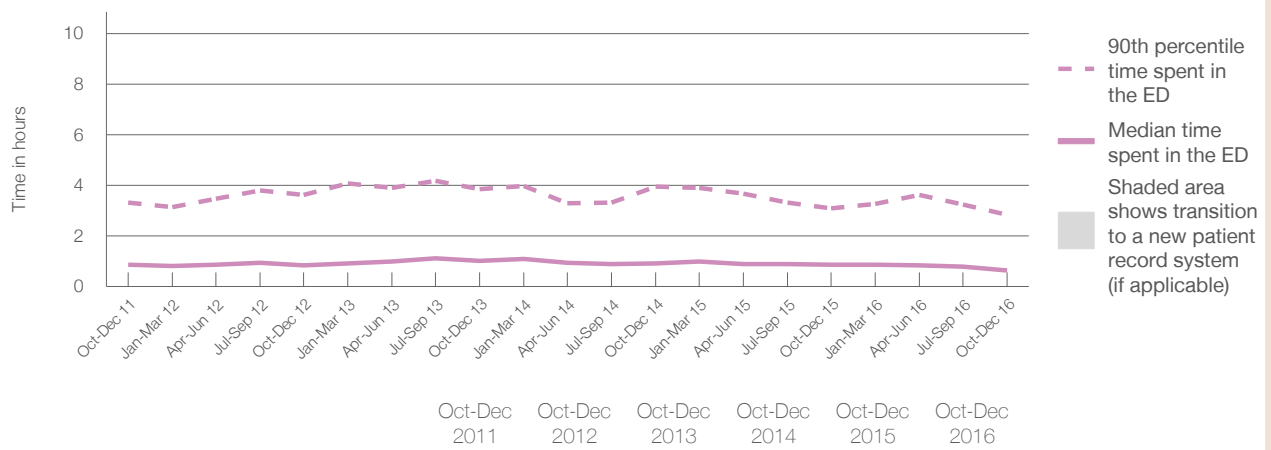
90th percentile time spent in the ED⁹ 2 hours and 50 minutes

Same period last year	NSW (this period)
1,321	
1,321	
0 hours and 52 minutes	2 hours and 41 minutes
3 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 53m	0h 51m	1h 2m	0h 56m	0h 52m	0h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 20m	3h 38m	3h 51m	3h 57m	3h 6m	2h 50m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

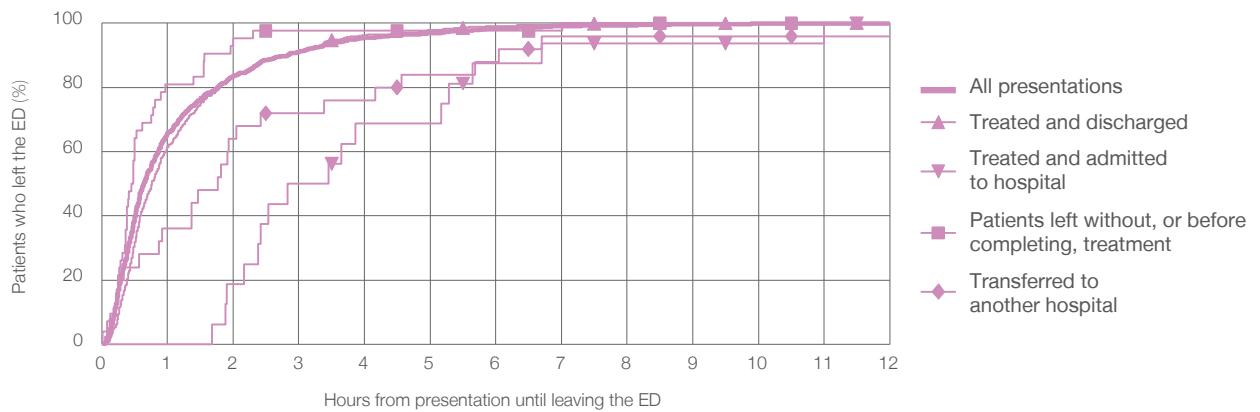
All presentations:¹ 1,035 patients

Presentations used to calculate time to leaving the ED:⁶ 1,035 patients

Treated and discharged	616 (59.5%)
Treated and admitted to hospital	16 (1.5%)
Patient left without, or before completing, treatment	42 (4.1%)
Transferred to another hospital	25 (2.4%)
Other	336 (32.5%)

Same period last year	Change since one year ago
1,321	-21.7%
829	-25.7%
31	-48.4%
104	-59.6%
52	-51.9%
305	10.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	61.4%	83.6%	91.2%	96.3%	99.0%	100%	100%	100%
Treated and admitted to hospital	0%	18.8%	50.0%	68.8%	87.5%	93.8%	93.8%	100%
Patient left without, or before completing, treatment	81.0%	95.2%	97.6%	97.6%	97.6%	100%	100%	100%
Transferred to another hospital	36.0%	64.0%	72.0%	76.0%	88.0%	96.0%	96.0%	96.0%
All presentations	65.7%	83.6%	91.2%	95.5%	98.3%	99.3%	99.8%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 1,035 patients

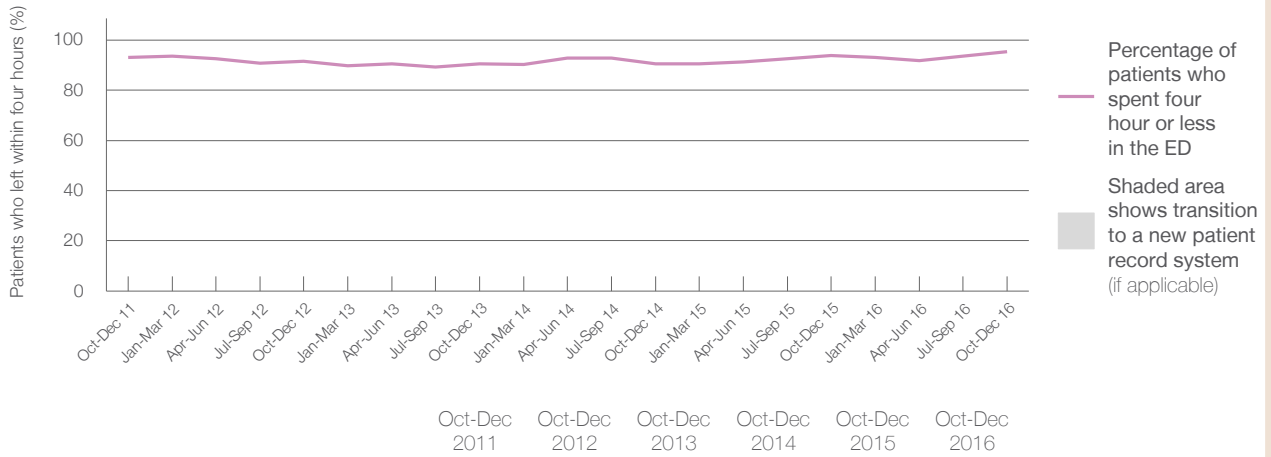
Presentations used to calculate time to leaving the ED:⁶ 1,035 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	1,321	-21.7%
Presentations used to calculate time to leaving the ED: ⁶	1,321	-21.7%
Percentage of patients who spent four hours or less in the ED	93.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	93.0%	91.5%	90.5%	90.4%	93.9%	95.5%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,446 patients

Emergency presentations:² 12,344 patients

Same period last year	Change since one year ago
11,829	5.2%
11,664	5.8%

Maitland Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,021 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,349 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,623 patients

Median time to start treatment⁴ 44 minutes
 90th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,332 patients

Median time to start treatment⁴ 52 minutes
 90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,279	
8 minutes	8 minutes
20 minutes	26 minutes
2,679	
22 minutes	20 minutes
68 minutes	67 minutes
6,070	
36 minutes	25 minutes
111 minutes	97 minutes
1,618	
46 minutes	24 minutes
127 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,446 patients

Percentage of patients who spent four hours or less in the ED 72.2%

Same period last year	Change since one year ago
11,829	5.2%
75.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

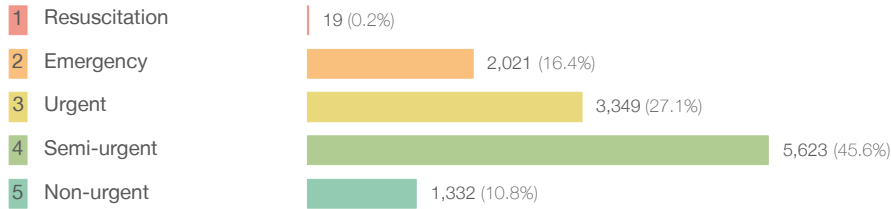
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Patients presenting to the emergency department October to December 2016

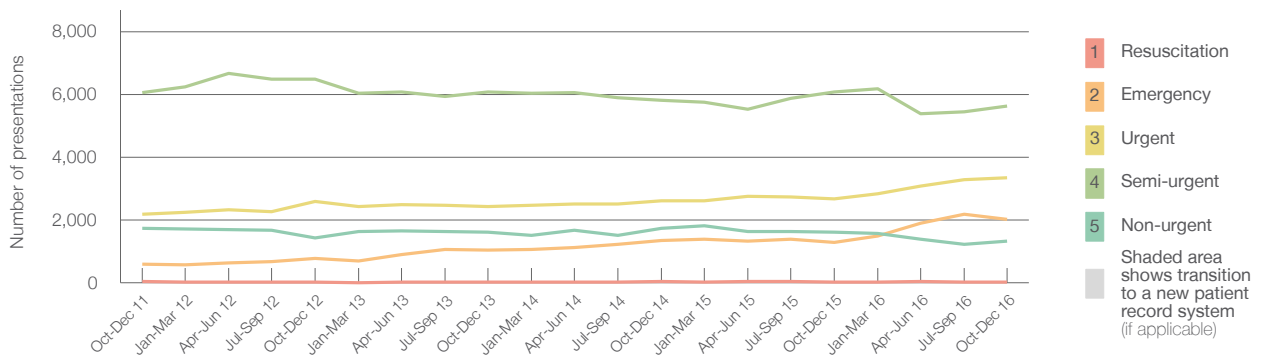
All presentations:¹ 12,446 patients

Emergency presentations² by triage category: 12,344 patients



Same period last year	Change since one year ago
11,829	5.2%
11,664	5.8%
18	5.6%
1,279	58.0%
2,679	25.0%
6,070	-7.4%
1,618	-17.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	34	22	23	30	18	19
Emergency	579	765	1,040	1,334	1,279	2,021
Urgent	2,175	2,583	2,434	2,610	2,679	3,349
Semi-urgent	6,059	6,485	6,069	5,816	6,070	5,623
Non-urgent	1,722	1,426	1,607	1,737	1,618	1,332
All emergency presentations	10,569	11,281	11,173	11,527	11,664	12,344

Maitland Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,096 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,971	
8 minutes	-1 minute
20 minutes	-5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 2,021

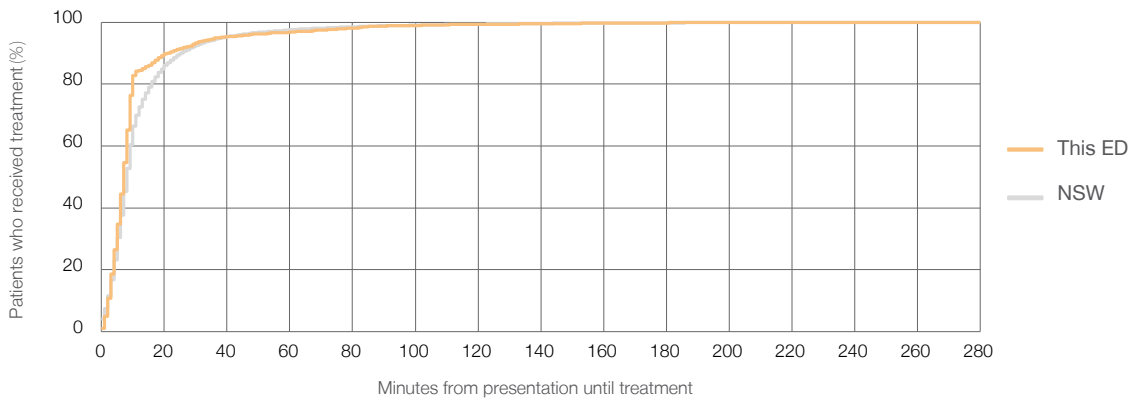
Number of triage 2 patients used to calculate waiting time:³ 1,986

Median time to start treatment⁴ 7 minutes

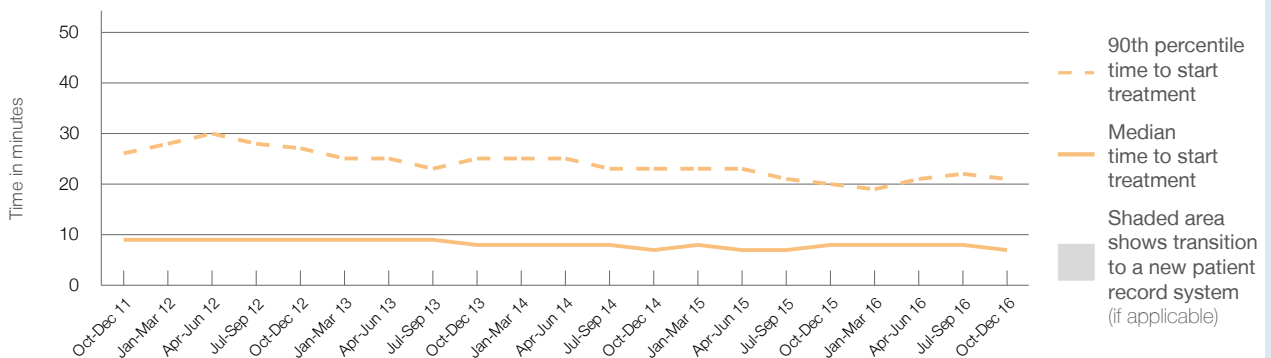
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,279	
1,269	
8 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	7
90th percentile time to start treatment ⁵ (minutes)	26	27	25	23	20	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,349

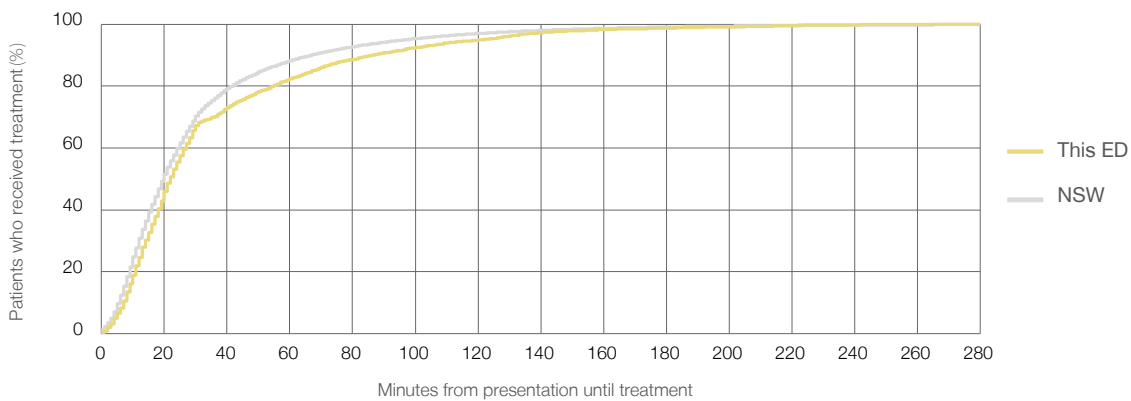
Number of triage 3 patients used to calculate waiting time:³ 3,211

Median time to start treatment⁴ 22 minutes

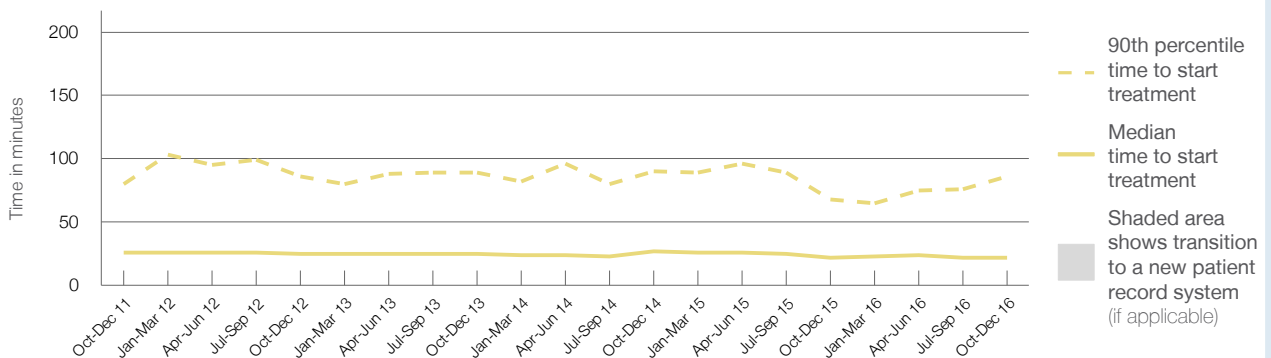
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,679	
2,630	
22 minutes	20 minutes
68 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	25	25	27	22	22
90th percentile time to start treatment ⁵ (minutes)	80	86	89	90	68	86

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,623

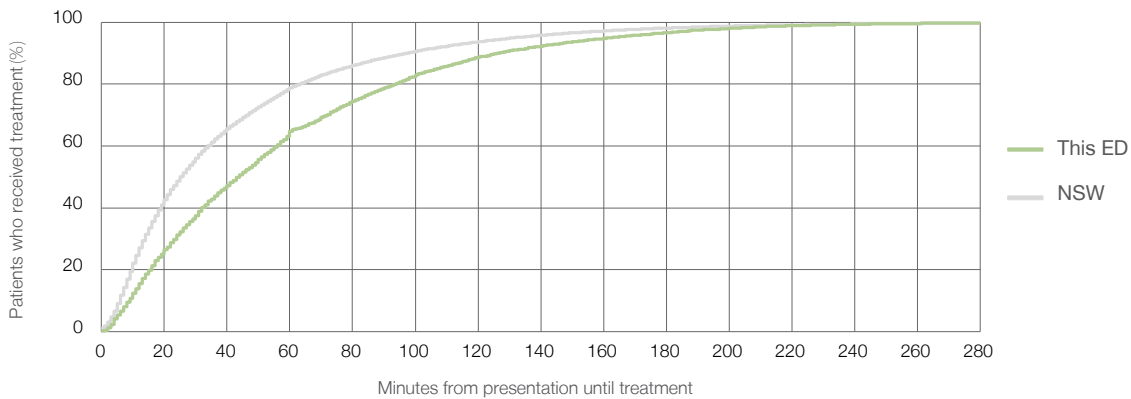
Number of triage 4 patients used to calculate waiting time:³ 4,687

Median time to start treatment⁴ 44 minutes

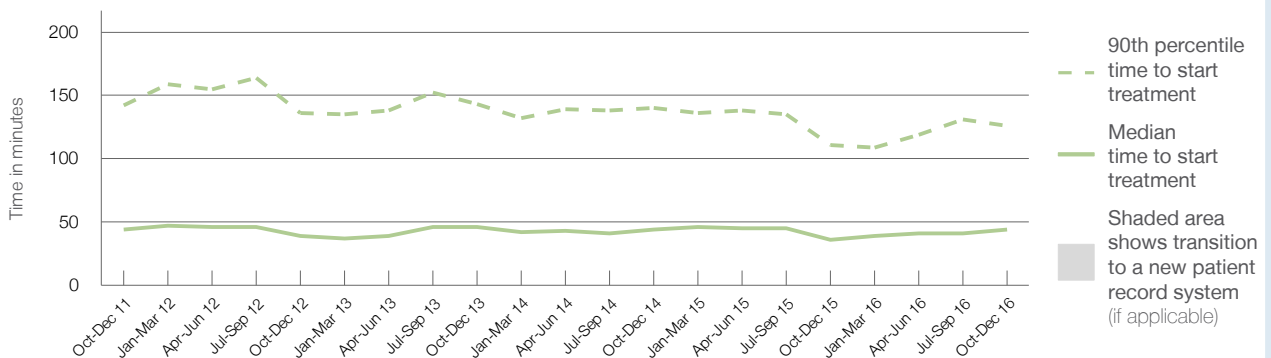
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
6,070	5,307
36 minutes	25 minutes
111 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	44	39	46	44	36	44
90th percentile time to start treatment ⁵ (minutes)	142	136	143	140	111	126

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,332

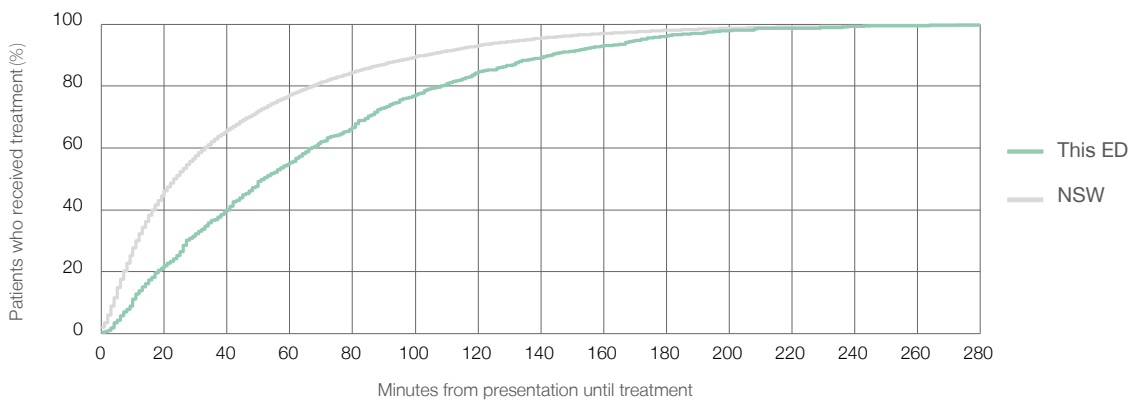
Number of triage 5 patients used to calculate waiting time:³ 938

Median time to start treatment⁴ 52 minutes

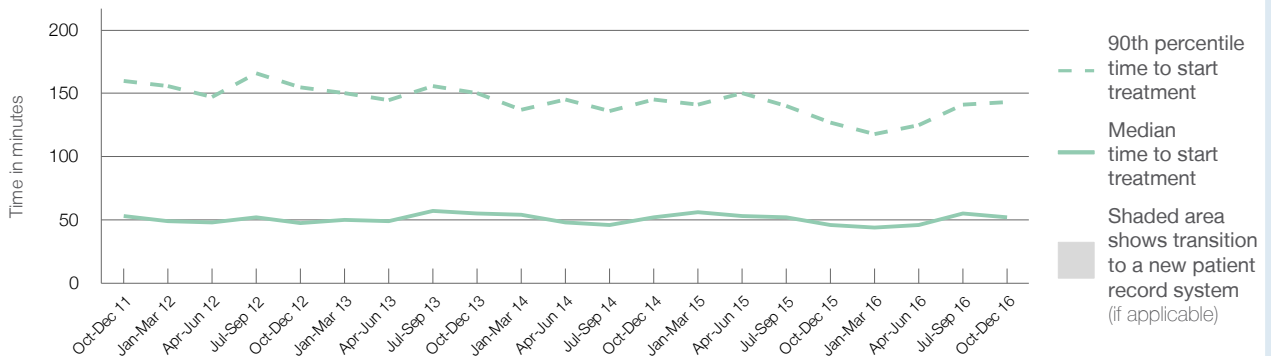
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,618	
1,226	
46 minutes	24 minutes
127 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	53	48	55	52	46	52
90th percentile time to start treatment ⁵ (minutes)	160	155	150	145	127	143

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 12,446 patients

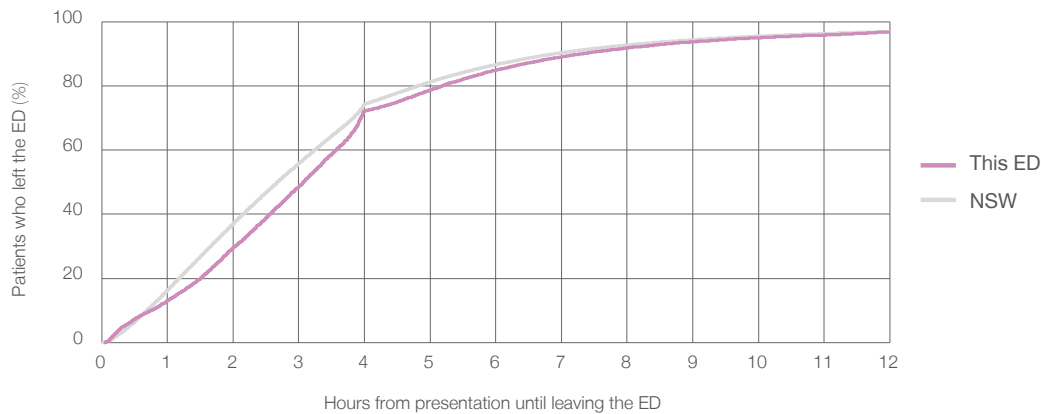
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

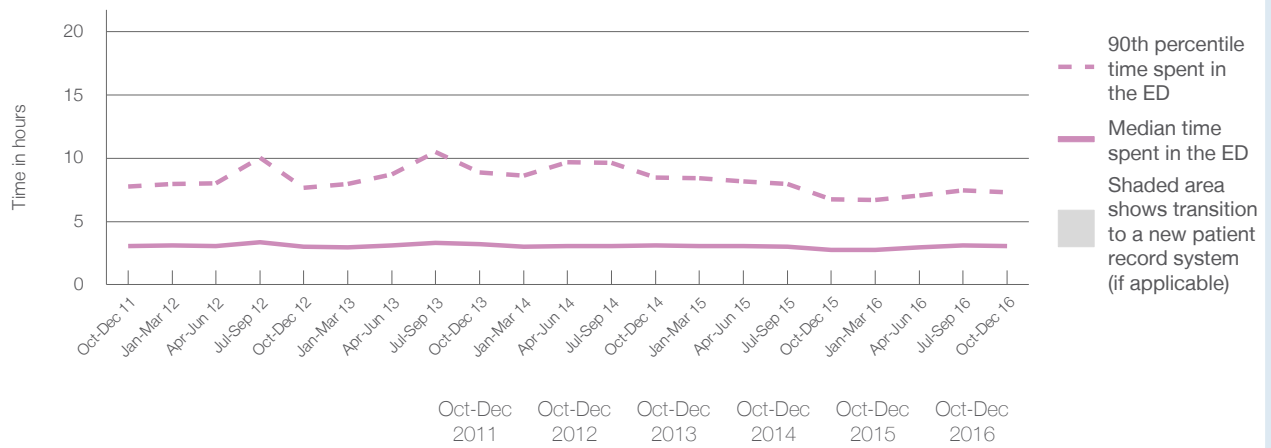
90th percentile time spent in the ED⁹ 7 hours and 19 minutes

Same period last year	NSW (this period)
11,829	11,829
2 hours and 45 minutes	2 hours and 41 minutes
6 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 59m	3h 11m	3h 6m	2h 45m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 45m	7h 40m	8h 53m	8h 29m	6h 45m	7h 19m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients spent in the ED

By mode of separation

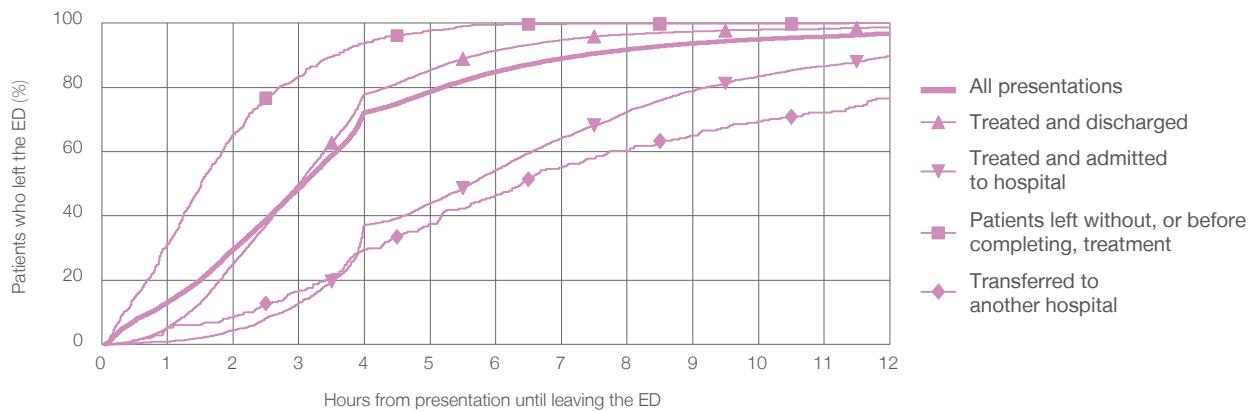
October to December 2016

All presentations:¹ 12,446 patients

Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

		Same period last year	Change since one year ago
Treated and discharged	8,157 (65.5%)	7,972	2.3%
Treated and admitted to hospital	2,284 (18.4%)	2,196	4.0%
Patient left without, or before completing, treatment	587 (4.7%)	405	44.9%
Transferred to another hospital	251 (2.0%)	244	2.9%
Other	1,167 (9.4%)	1,012	15.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	5.2%	25.2%	50.1%	77.9%	91.5%	96.5%	98.0%	98.7%
Treated and admitted to hospital	0.8%	4.4%	12.8%	37.1%	54.2%	72.3%	83.5%	89.8%
Patient left without, or before completing, treatment	31.2%	65.4%	83.3%	93.7%	99.5%	99.8%	99.8%	100%
Transferred to another hospital	5.2%	8.4%	16.7%	29.5%	46.6%	60.2%	69.3%	76.5%
All presentations	13.1%	29.6%	48.7%	72.2%	84.9%	91.8%	95.0%	96.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 12,446 patients

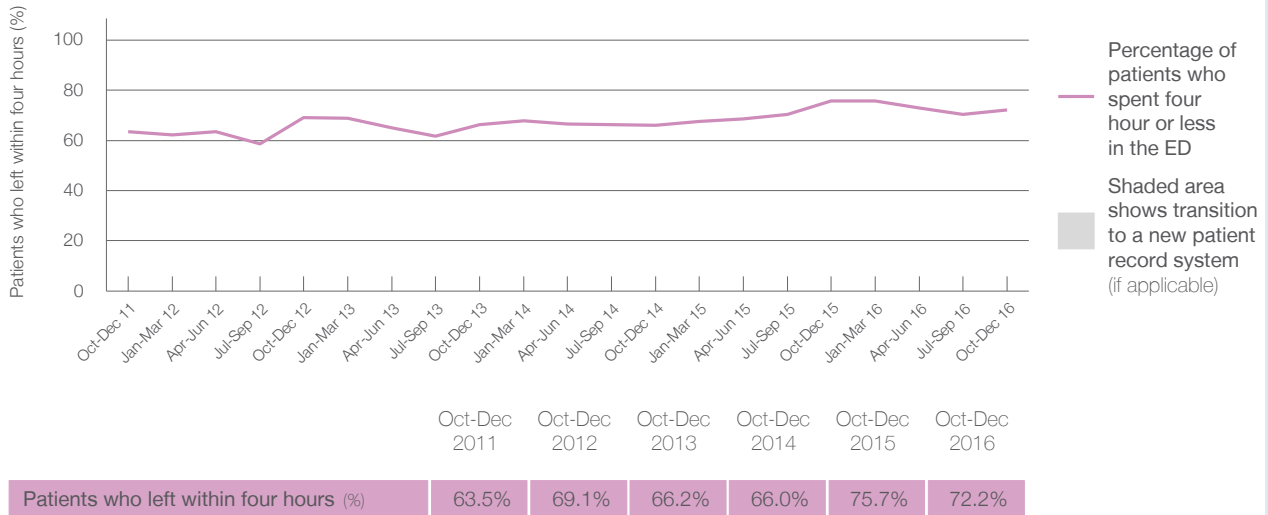
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department	11,829	5.2%
Presentations used to calculate time to leaving the ED	11,829	5.2%
Percentage of patients who spent four hours or less in the ED	75.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,807 patients
Emergency presentations:² 7,583 patients

Same period last year	Change since one year ago
7,318	6.7%
7,257	4.5%

Manning Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,333 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,072 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,468 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,675 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,255	
7 minutes	8 minutes
10 minutes	26 minutes
2,071	
23 minutes	20 minutes
112 minutes	67 minutes
2,403	
34 minutes	25 minutes
156 minutes	97 minutes
1,494	
37 minutes	24 minutes
144 minutes	103 minutes

Manning Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,807 patients

Percentage of patients who spent four hours or less in the ED 81.9%

Same period last year	Change since one year ago
7,318	6.7%
72.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

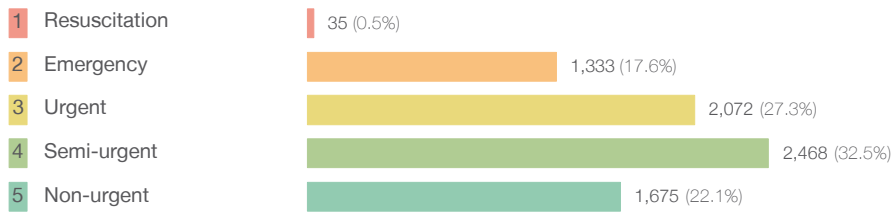
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Patients presenting to the emergency department October to December 2016

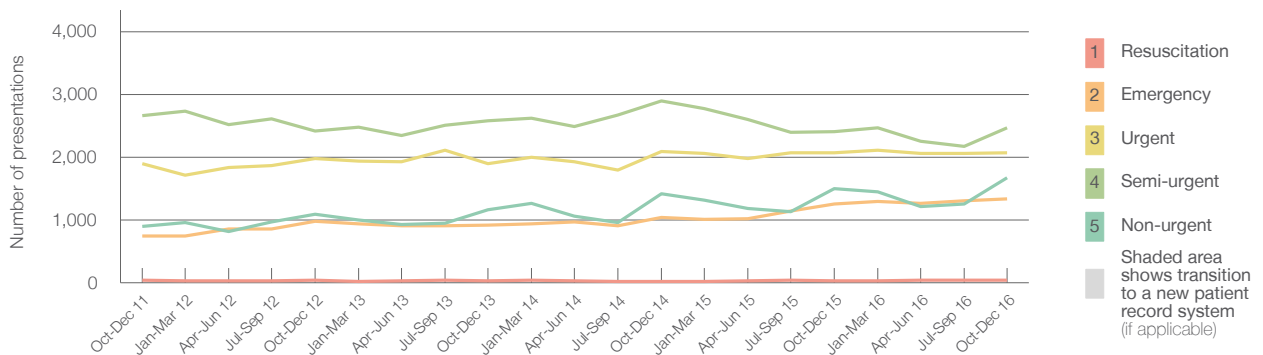
All presentations:¹ 7,807 patients

Emergency presentations² by triage category: 7,583 patients



Same period last year	Change since one year ago
7,318	6.7%
7,257	4.5%
34	2.9%
1,255	6.2%
2,071	0.0%
2,403	2.7%
1,494	12.1%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	35	40	32	17	34	35
Emergency	739	973	916	1,042	1,255	1,333
Urgent	1,901	1,979	1,899	2,089	2,071	2,072
Semi-urgent	2,659	2,412	2,575	2,900	2,403	2,468
Non-urgent	892	1,088	1,166	1,413	1,494	1,675
All emergency presentations	6,226	6,492	6,588	7,461	7,257	7,583

Manning Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,926 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,775	
6 minutes	-2 minutes
30 minutes	-14 minutes

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,333

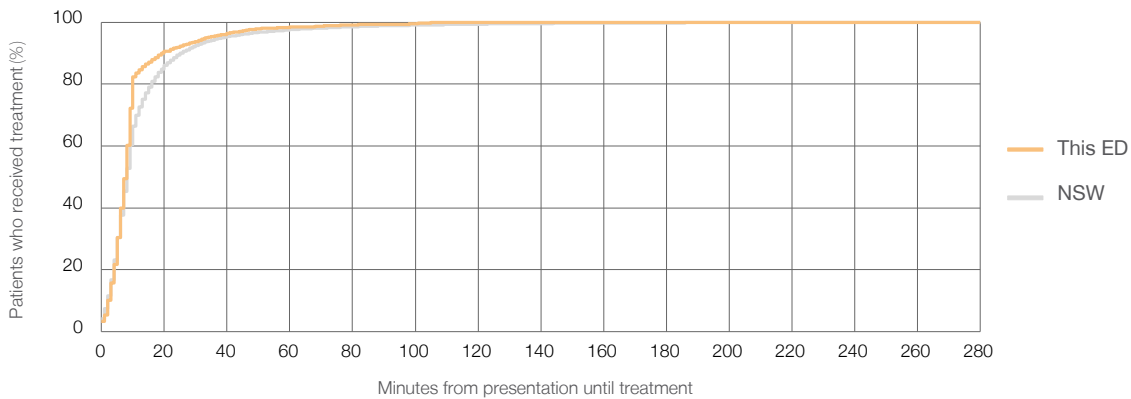
Number of triage 2 patients used to calculate waiting time:³ 1,325

Median time to start treatment⁴ 8 minutes

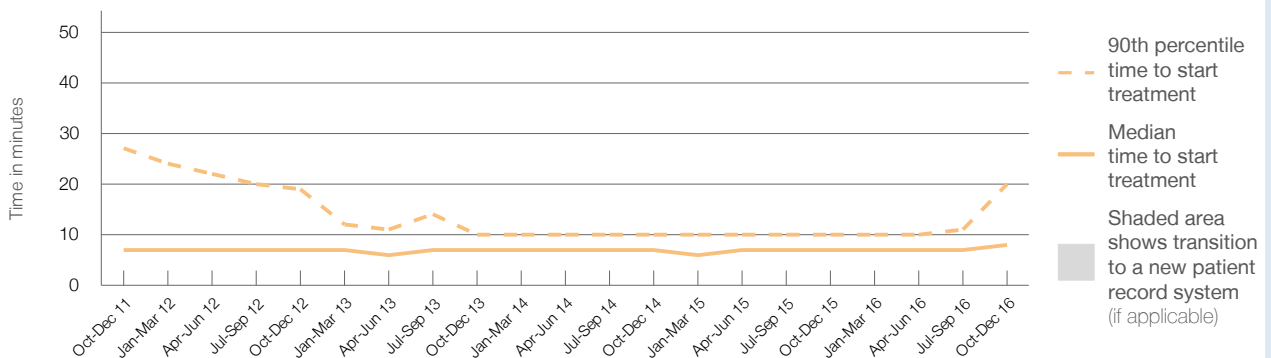
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,255	
1,252	
7 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	27	19	10	10	10	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,072

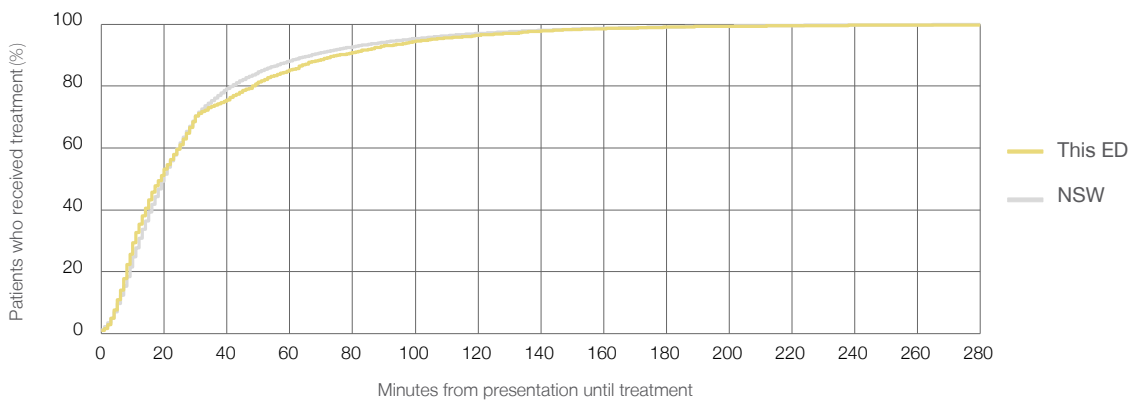
Number of triage 3 patients used to calculate waiting time:³ 2,034

Median time to start treatment⁴ 19 minutes

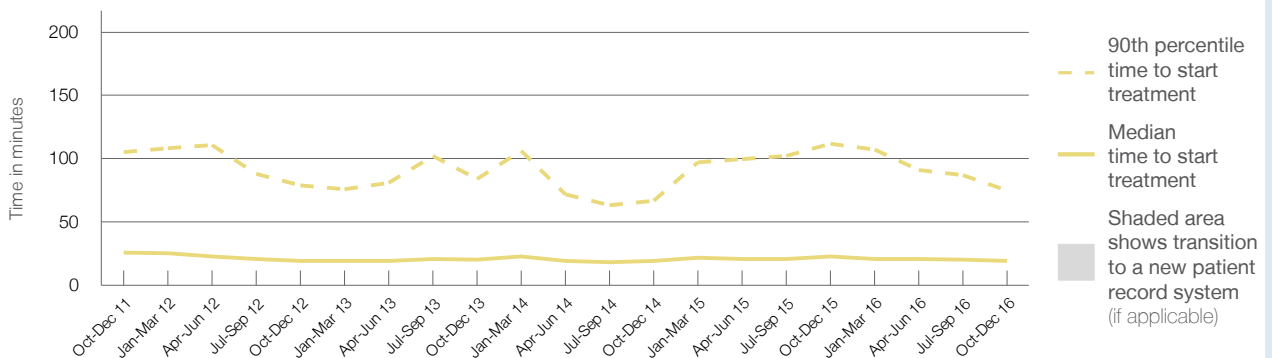
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
2,071	
2,006	
23 minutes	20 minutes
112 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	20	19	23	19
90th percentile time to start treatment ⁵ (minutes)	105	79	84	67	112	75

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,468

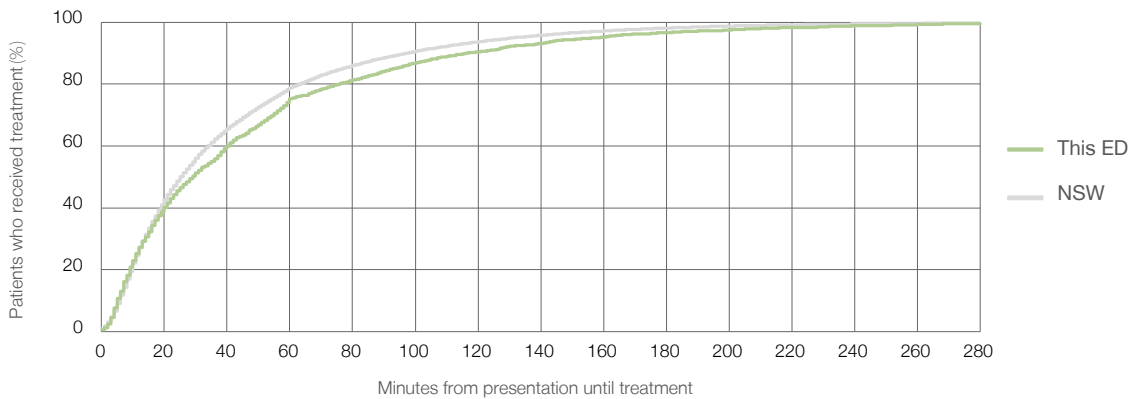
Number of triage 4 patients used to calculate waiting time:³ 2,336

Median time to start treatment⁴ 29 minutes

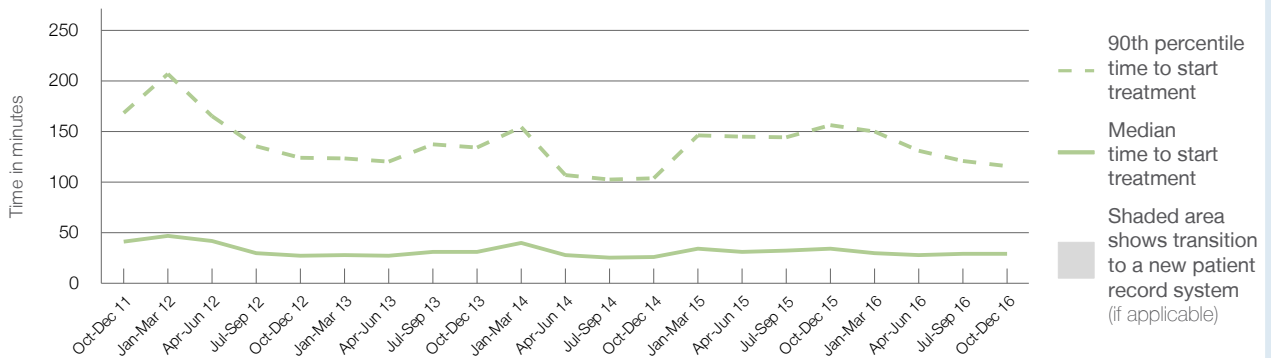
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
2,403	
2,188	
34 minutes	25 minutes
156 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	41	27	31	26	34	29
90th percentile time to start treatment ⁵ (minutes)	168	124	134	104	156	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,675

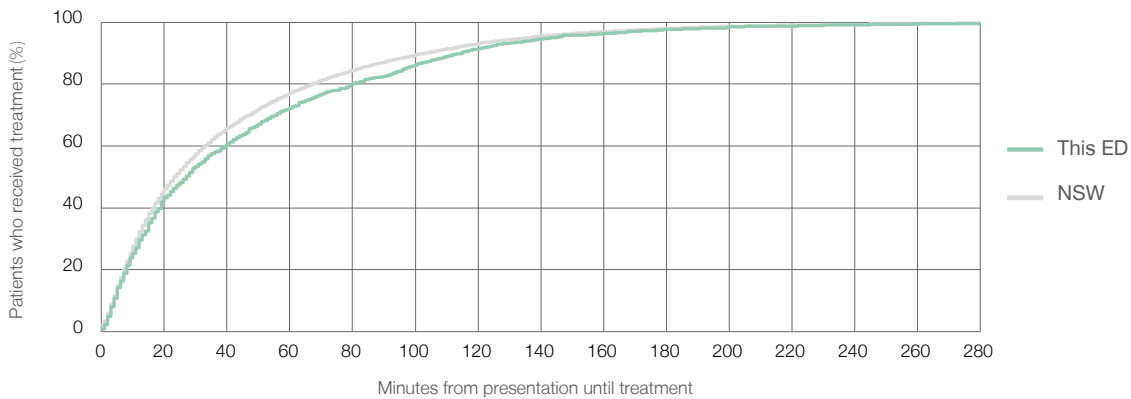
Number of triage 5 patients used to calculate waiting time:³ 1,522

Median time to start treatment⁴ 27 minutes

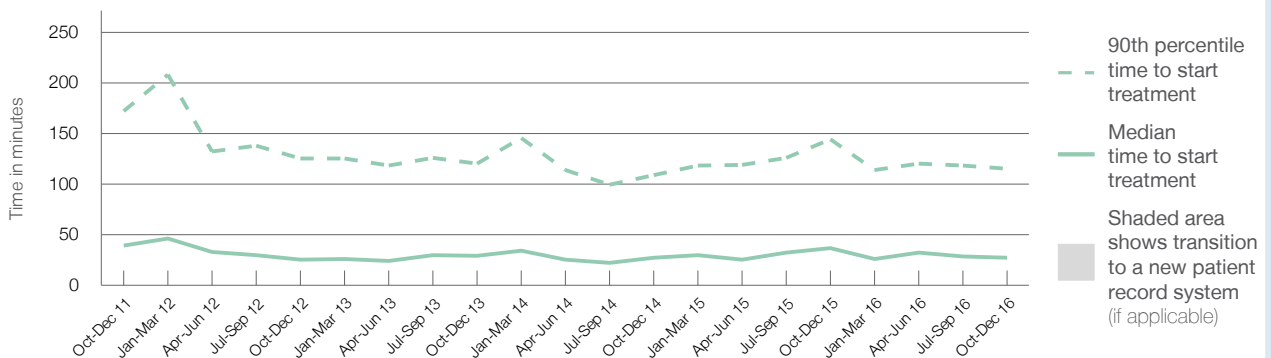
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,494	
1,328	
37 minutes	24 minutes
144 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	25	29	27	37	27
90th percentile time to start treatment ⁵ (minutes)	172	125	120	109	144	115

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 7,807 patients

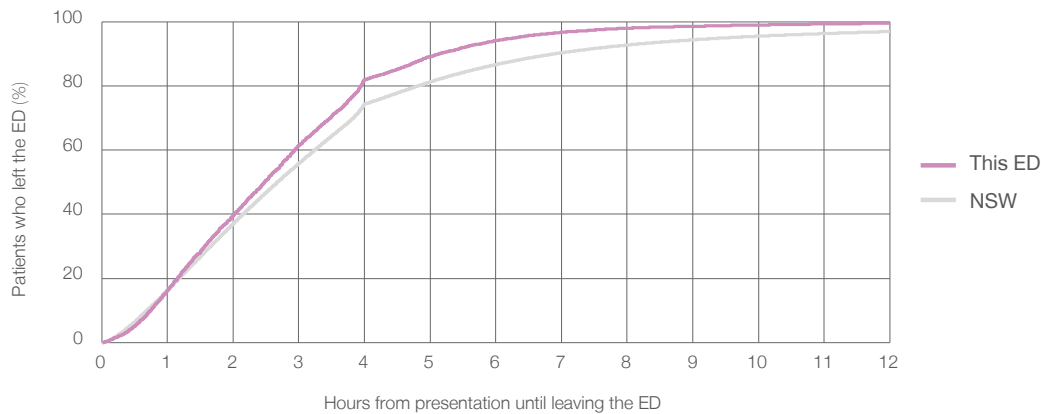
Presentations used to calculate time to leaving the ED:⁶ 7,807 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

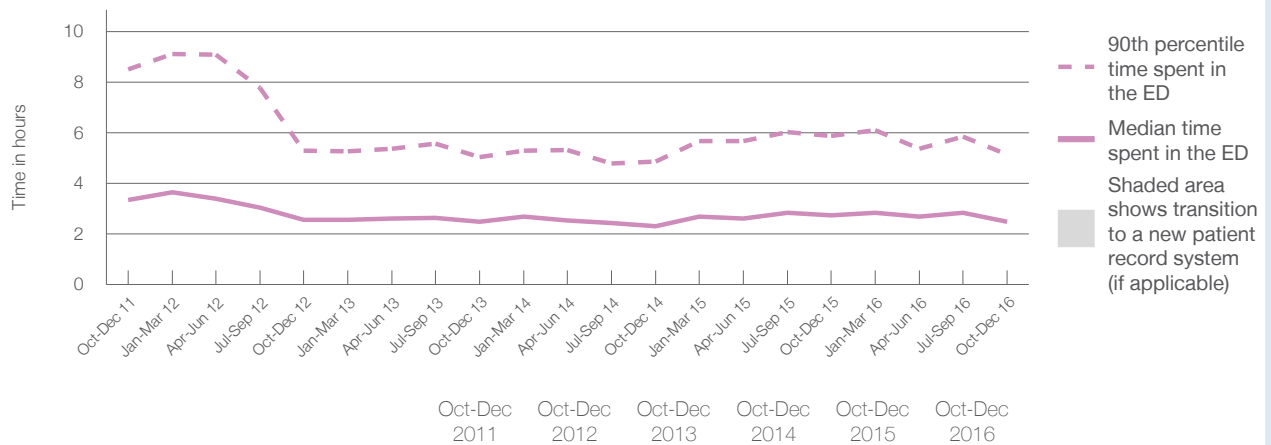
90th percentile time spent in the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
7,318	7,318
2 hours and 45 minutes	2 hours and 41 minutes
5 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

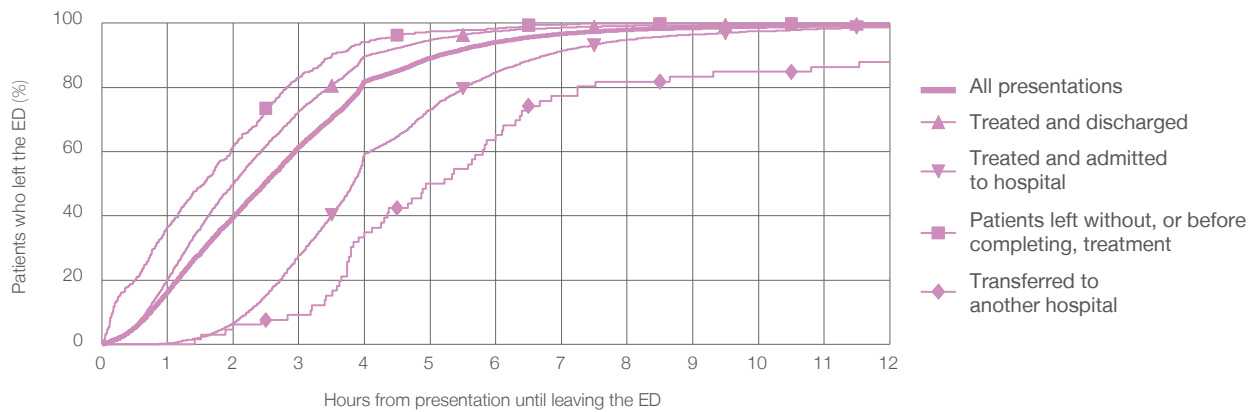
All presentations:¹ 7,807 patients

Presentations used to calculate time to leaving the ED:⁶ 7,807 patients

Treated and discharged	5,212 (66.8%)
Treated and admitted to hospital	1,957 (25.1%)
Patient left without, or before completing, treatment	524 (6.7%)
Transferred to another hospital	66 (0.8%)
Other	48 (0.6%)

Same period last year	Change since one year ago
7,318	6.7%
4,779	9.1%
1,783	9.8%
664	-21.1%
62	6.5%
30	60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.2%	50.1%	72.5%	89.6%	97.5%	99.2%	99.6%	99.8%
Treated and admitted to hospital	0.3%	6.6%	27.7%	59.5%	84.7%	94.8%	97.6%	98.8%
Patient left without, or before completing, treatment	36.6%	61.8%	83.2%	94.1%	98.3%	99.8%	99.8%	99.8%
Transferred to another hospital	0%	6.1%	9.1%	34.8%	65.2%	81.8%	84.8%	87.9%
All presentations	16.3%	39.7%	61.5%	81.9%	94.1%	98.0%	99.0%	99.5%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 7,807 patients

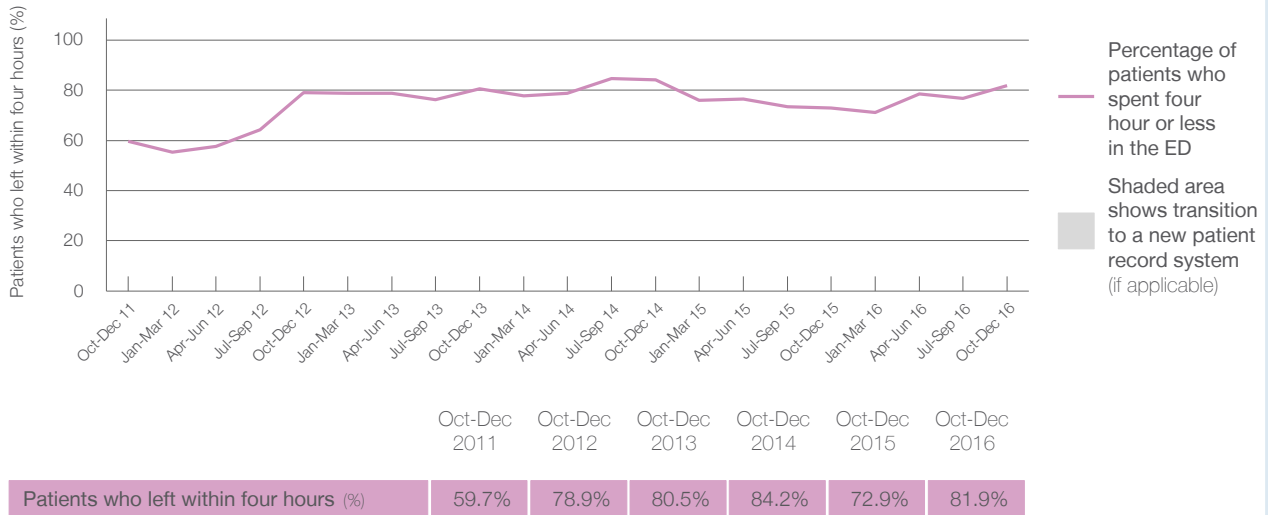
Presentations used to calculate time to leaving the ED:⁶ 7,807 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department	7,318	6.7%
Presentations used to calculate time to leaving the ED	7,318	6.7%
Percentage of patients who spent four hours or less in the ED	72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

More District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,224 patients
Emergency presentations:² 2,011 patients

Same period last year	Change since one year ago
2,074	7.2%
1,867	7.7%

More District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 157 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 650 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,054 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
135	
3 minutes	8 minutes
20 minutes	26 minutes
514	
5 minutes	20 minutes
23 minutes	67 minutes
1,091	
5 minutes	25 minutes
32 minutes	97 minutes
122	
5 minutes	24 minutes
28 minutes	103 minutes

More District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,224 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
2,074	7.2%
91.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

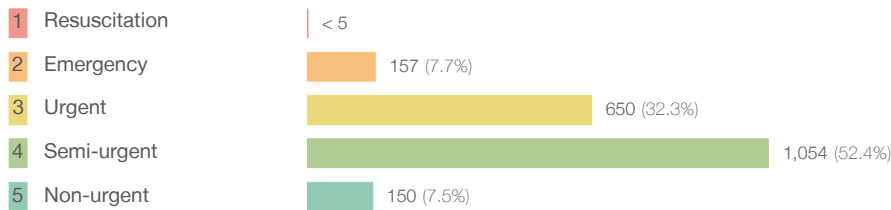
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Patients presenting to the emergency department October to December 2016

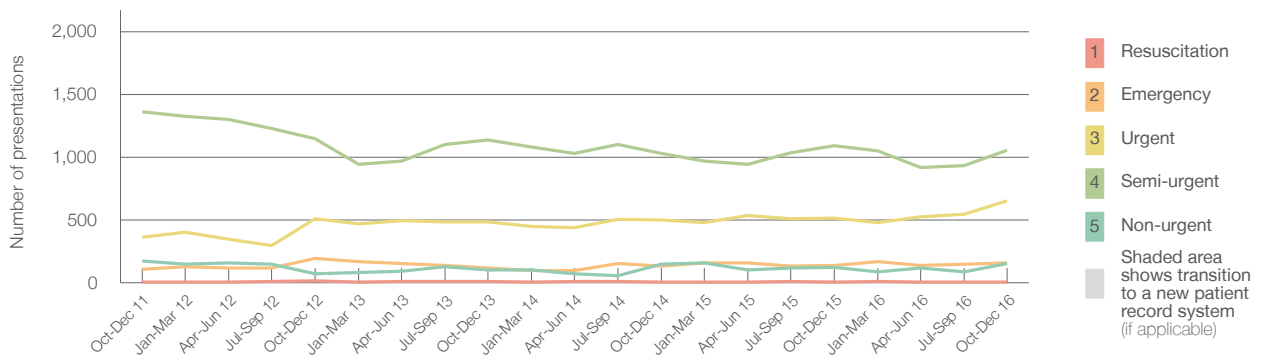
All presentations:¹ 2,224 patients

Emergency presentations² by triage category: 2,011 patients



	Same period last year	Change since one year ago
All presentations	2,074	7.2%
Emergency presentations	1,867	7.7%
1 Resuscitation	5	*
2 Emergency	135	14.8%
3 Urgent	514	26.5%
4 Semi-urgent	1,091	-3.4%
5 Non-urgent	122	23.0%

Emergency presentations² by quarter, October 2011 to December 2016 †

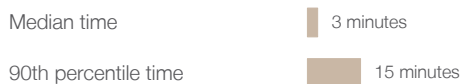


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	13	9	5	5	< 5
Emergency	111	195	116	131	135	157
Urgent	362	508	484	500	514	650
Semi-urgent	1,361	1,147	1,136	1,030	1,091	1,054
Non-urgent	175	69	101	146	122	150
All emergency presentations	2,009	1,932	1,846	1,812	1,867	2,011

Moree District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 212 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	204	
ED Transfer of care time		
Median time	4 minutes	-1 minute
90th percentile time	15 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

More District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 157

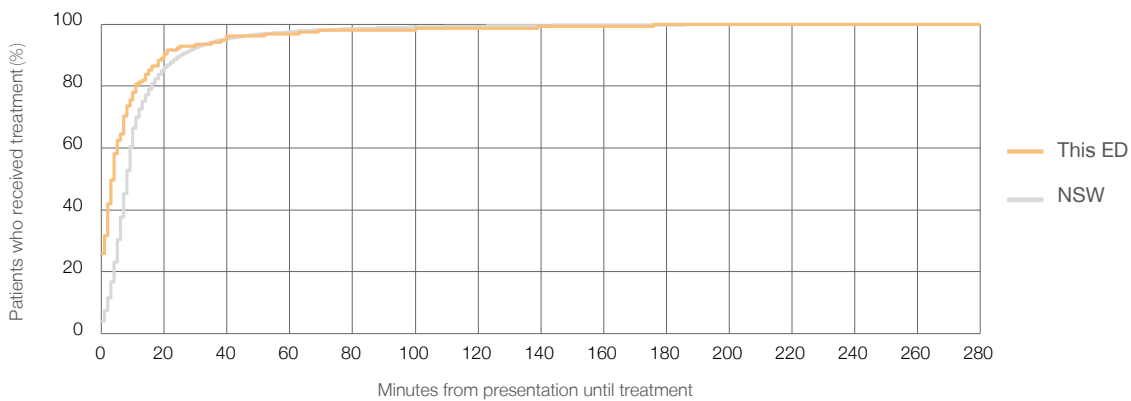
Number of triage 2 patients used to calculate waiting time:³ 155

Median time to start treatment⁴ 4 minutes

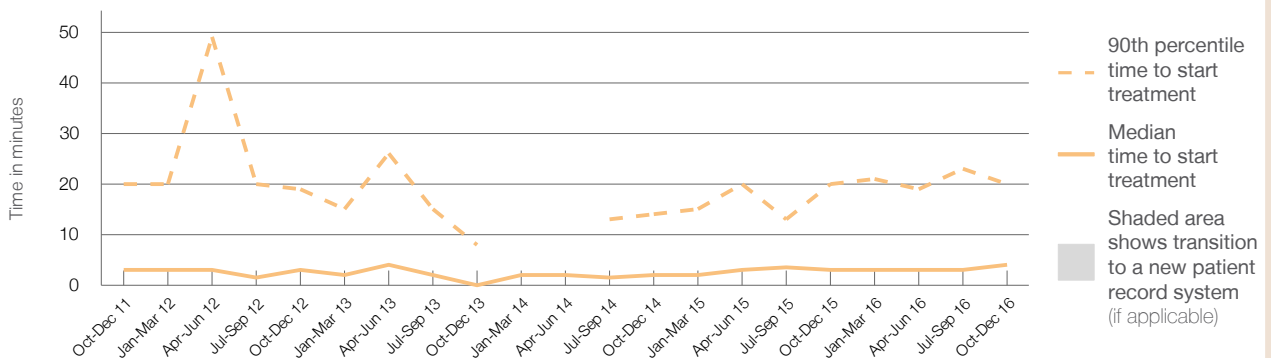
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
135	
131	
3 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	3	3	0	2	3	4
90th percentile time to start treatment ⁵ (minutes)	20	19	8	14	20	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

More District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 650

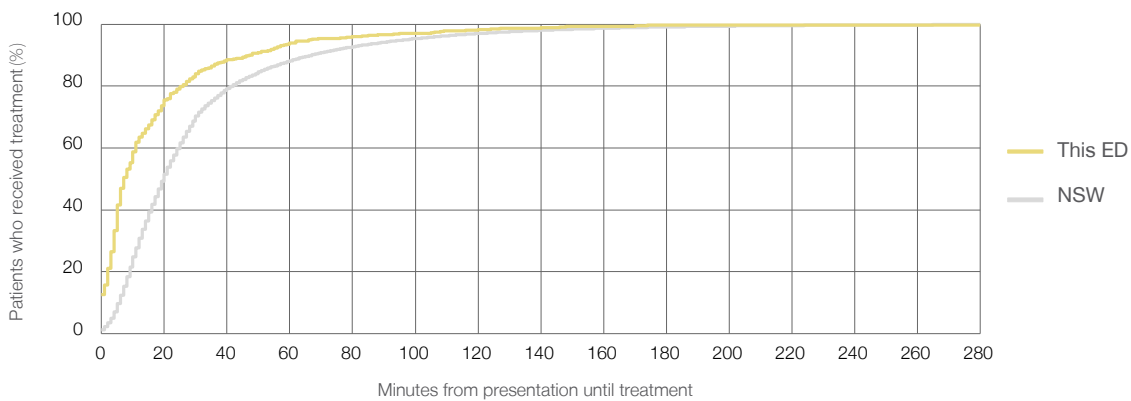
Number of triage 3 patients used to calculate waiting time:³ 632

Median time to start treatment⁴ 7 minutes

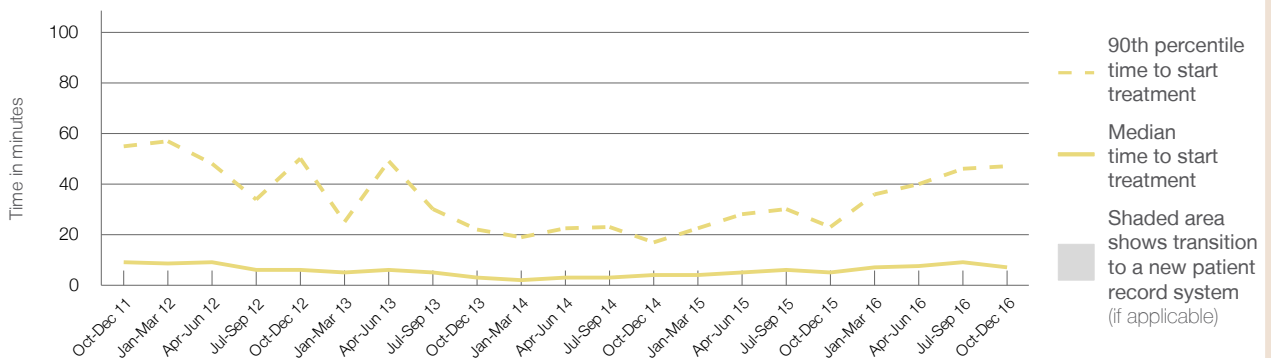
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
514	
500	
5 minutes	20 minutes
23 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	6	3	4	5	7
90th percentile time to start treatment ⁵ (minutes)	55	50	22	17	23	47

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

More District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,054

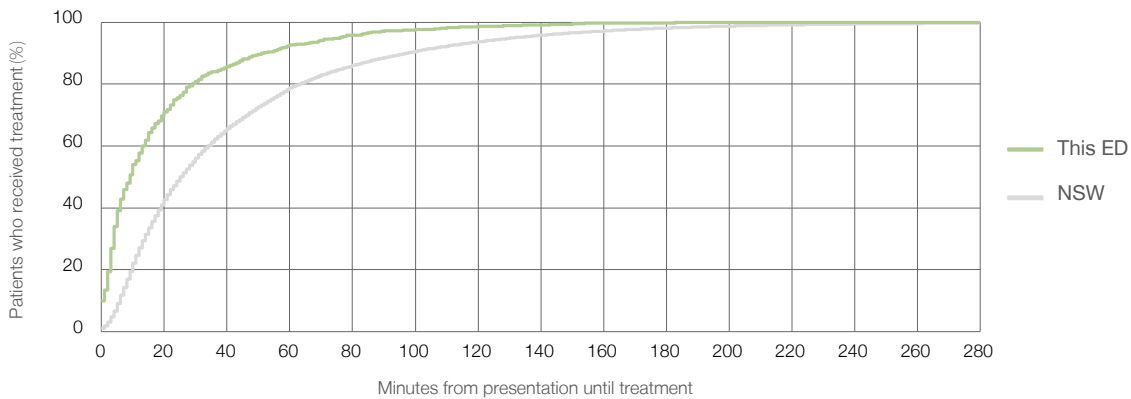
Number of triage 4 patients used to calculate waiting time:³ 964

Median time to start treatment⁴ 9 minutes

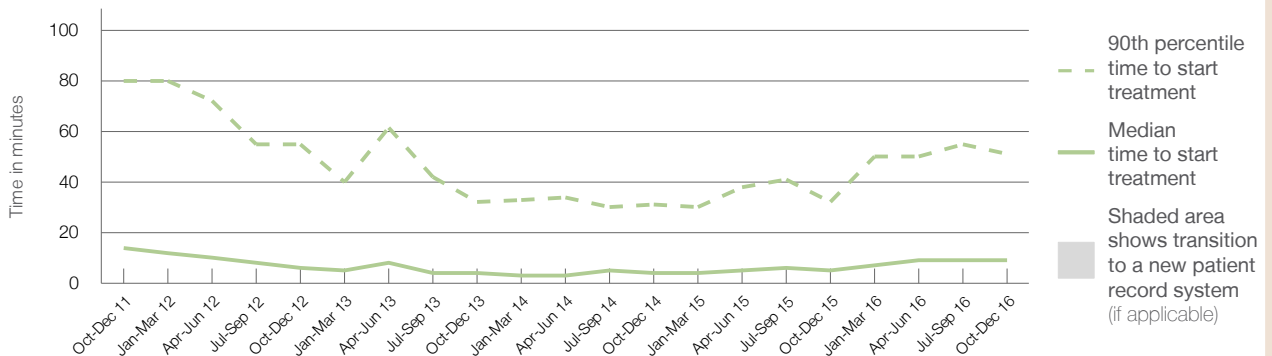
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,091	
1,005	
5 minutes	25 minutes
32 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	6	4	4	5	9
90th percentile time to start treatment ⁵ (minutes)	80	55	32	31	32	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

More District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 150

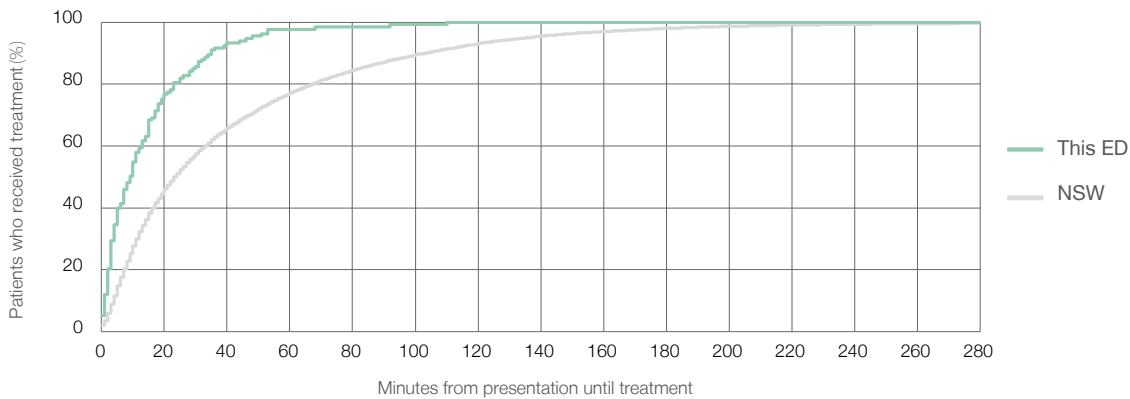
Number of triage 5 patients used to calculate waiting time:³ 133

Median time to start treatment⁴ 9 minutes

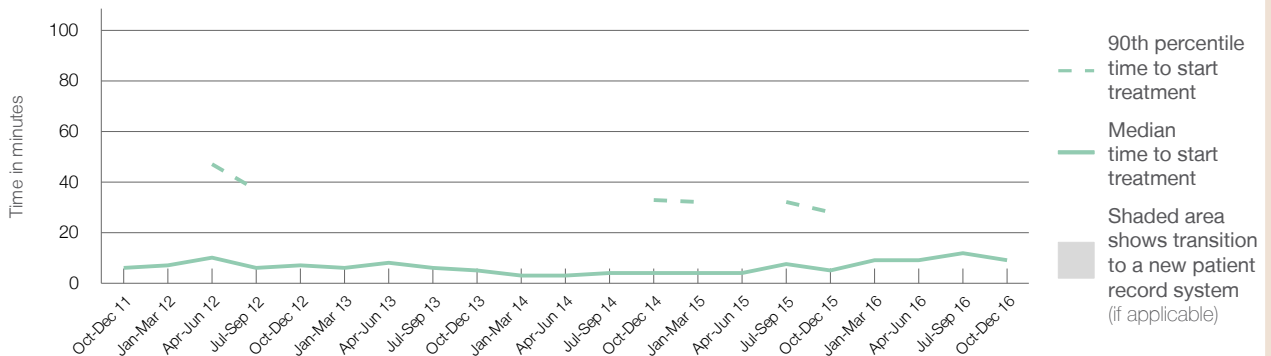
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
122	
110	
5 minutes	24 minutes
28 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	7	5	4	5	9
90th percentile time to start treatment ⁵ (minutes)	70	*	*	33	28	35

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients spent in the ED October to December 2016

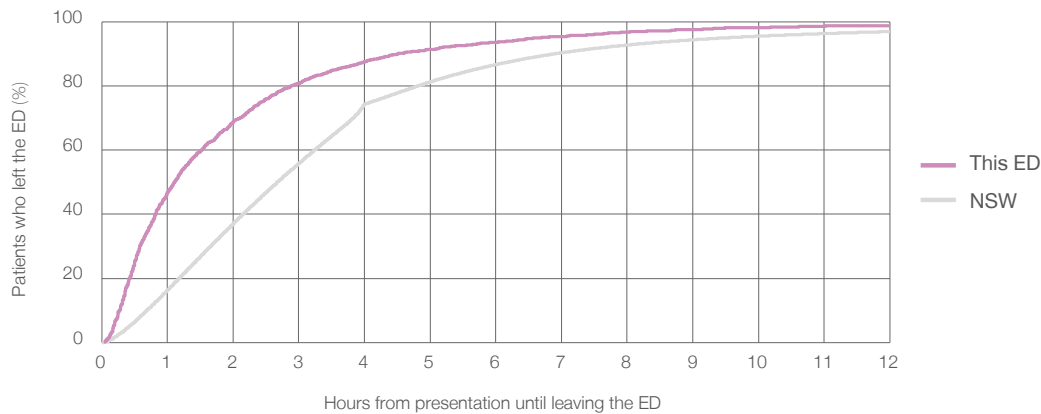
All presentations:¹ 2,224 patients

Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

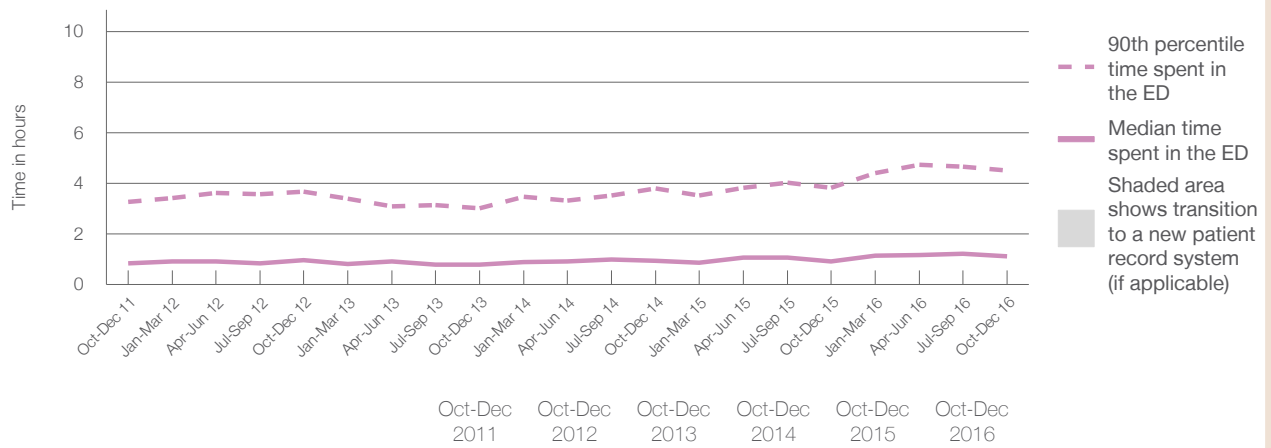
Median time spent in the ED⁸ 1 hours and 7 minutes
90th percentile time spent in the ED⁹ 4 hours and 31 minutes

Same period last year	NSW (this period)
2,074	2,074
0 hours and 56 minutes	2 hours and 41 minutes
3 hours and 50 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 50m	0h 58m	0h 48m	0h 57m	0h 56m	1h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 17m	3h 40m	3h 1m	3h 49m	3h 50m	4h 31m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

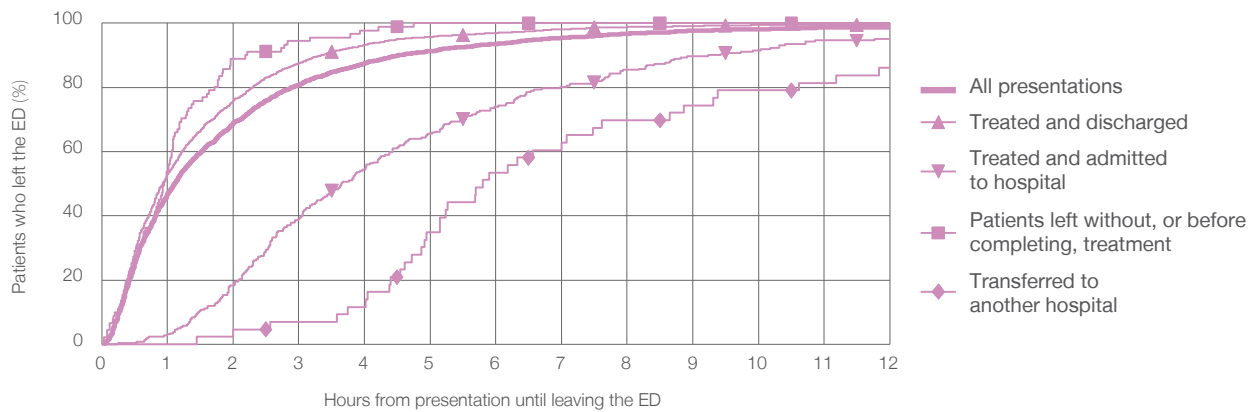
All presentations:¹ 2,224 patients

Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

Treated and discharged	1,750 (78.7%)
Treated and admitted to hospital	261 (11.7%)
Patient left without, or before completing, treatment	91 (4.1%)
Transferred to another hospital	43 (1.9%)
Other	79 (3.6%)

Same period last year	Change since one year ago
2,074	7.2%
1,637	6.9%
236	10.6%
79	15.2%
44	-2.3%
78	1.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	53.0%	76.0%	87.5%	93.3%	97.0%	98.9%	99.4%	99.5%
Treated and admitted to hospital	3.1%	18.4%	39.1%	54.4%	73.9%	85.4%	91.6%	95.0%
Patient left without, or before completing, treatment	53.8%	89.0%	94.5%	97.8%	100%	100%	100%	100%
Transferred to another hospital	0%	4.7%	7.0%	11.6%	53.5%	69.8%	79.1%	86.0%
All presentations	46.9%	68.9%	80.8%	87.5%	93.6%	96.8%	98.2%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

More District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,224 patients

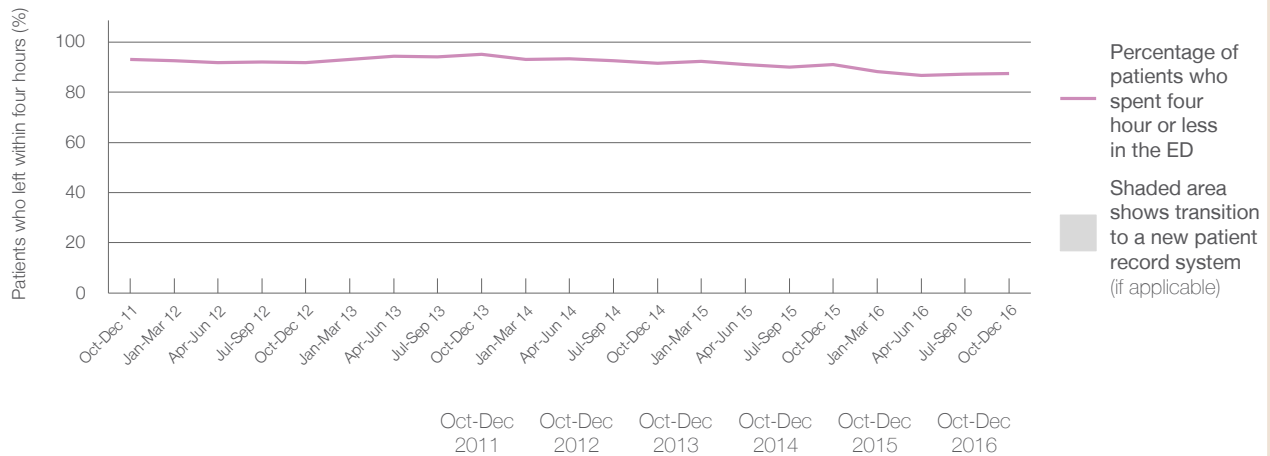
Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	2,074	7.2%
Presentations used to calculate time to leaving the ED: ⁶	2,074	7.2%
Percentage of patients who spent four hours or less in the ED	91.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	93.0%	91.7%	95.0%	91.4%	91.0%	87.5%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,623 patients
Emergency presentations:² 2,475 patients

Same period last year	Change since one year ago
2,492	5.3%
2,365	4.7%

Muswellbrook District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 160 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 680 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,248 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 387 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
146	
5 minutes	8 minutes
21 minutes	26 minutes
572	
16 minutes	20 minutes
56 minutes	67 minutes
1,247	
29 minutes	25 minutes
91 minutes	97 minutes
400	
28 minutes	24 minutes
105 minutes	103 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,623 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
2,492	5.3%
90.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

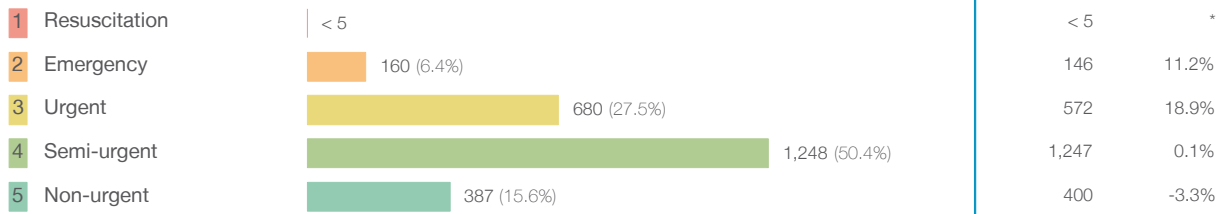
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

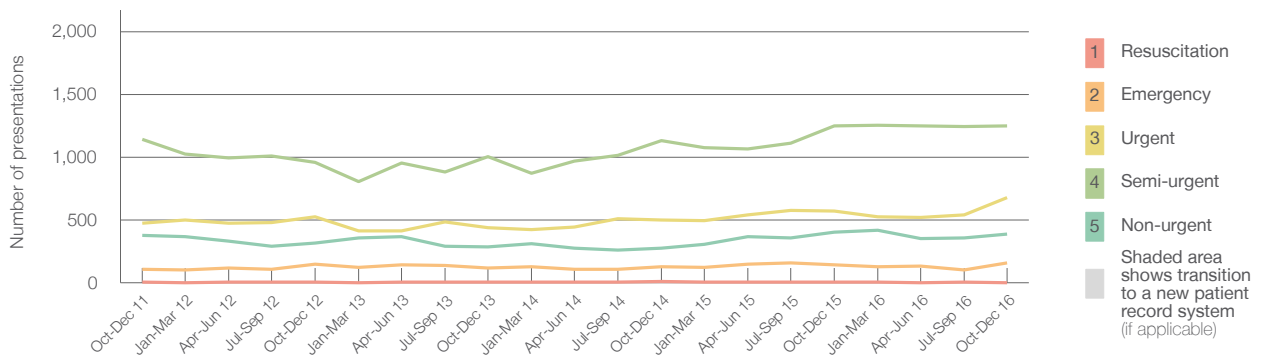
Muswellbrook District Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 2,623 patients

Emergency presentations² by triage category: 2,475 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	5	5	7	< 5	< 5
Emergency	111	146	119	129	146	160
Urgent	472	524	438	498	572	680
Semi-urgent	1,142	960	1,005	1,131	1,247	1,248
Non-urgent	376	317	287	276	400	387
All emergency presentations	2,101	1,952	1,854	2,041	2,365	2,475

Muswellbrook District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 400 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 160

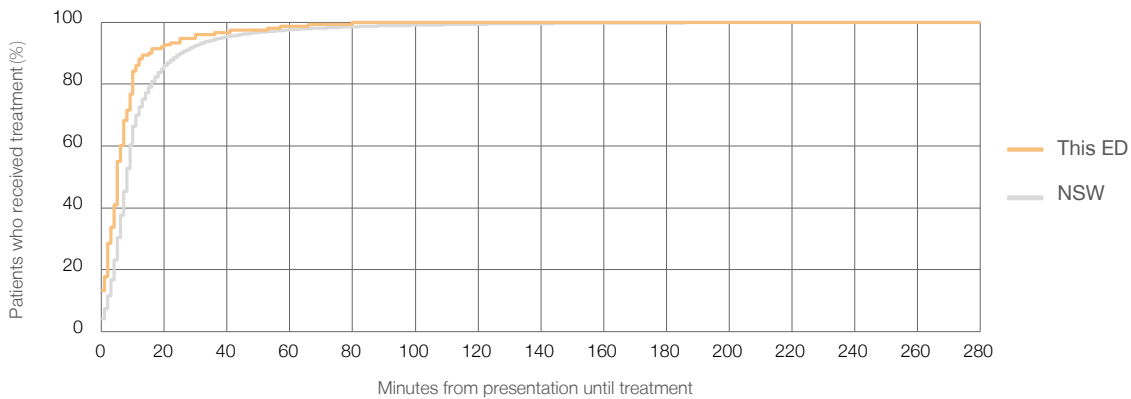
Number of triage 2 patients used to calculate waiting time:³ 151

Median time to start treatment⁴ 5 minutes

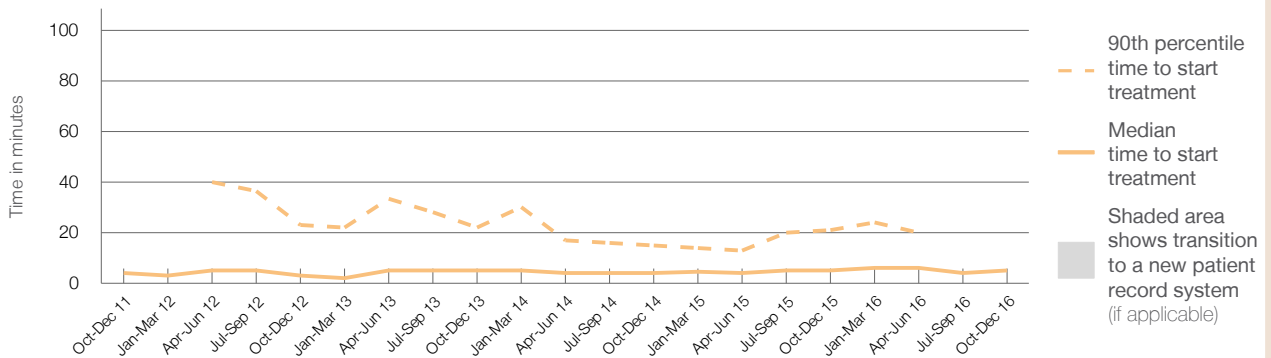
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
146	135
5 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	3	5	4	5	5
90th percentile time to start treatment ⁵ (minutes)	51	23	22	15	21	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 680

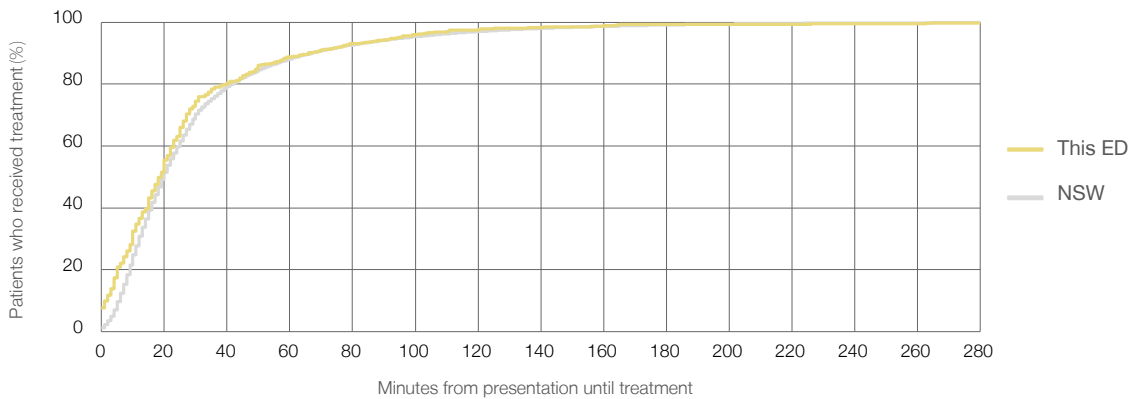
Number of triage 3 patients used to calculate waiting time:³ 646

Median time to start treatment⁴ 19 minutes

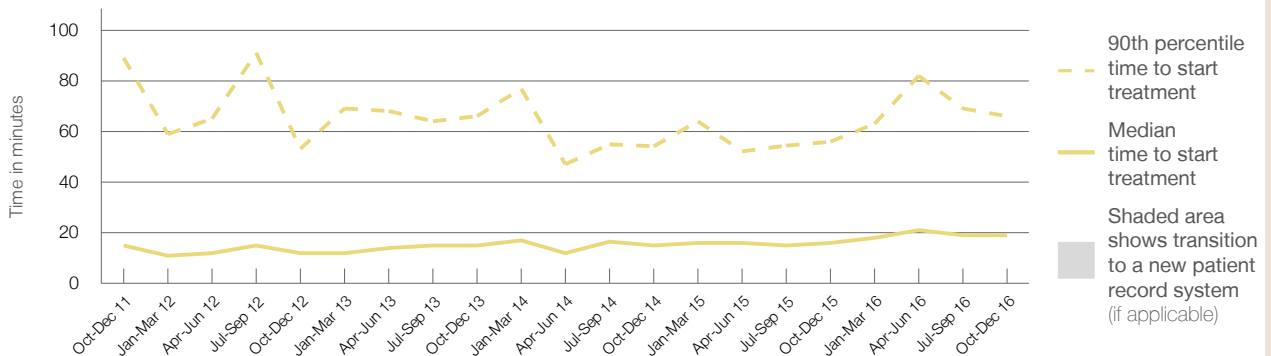
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
572	
540	
16 minutes	20 minutes
56 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	12	15	15	16	19
90th percentile time to start treatment ⁵ (minutes)	89	53	66	54	56	66

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,248

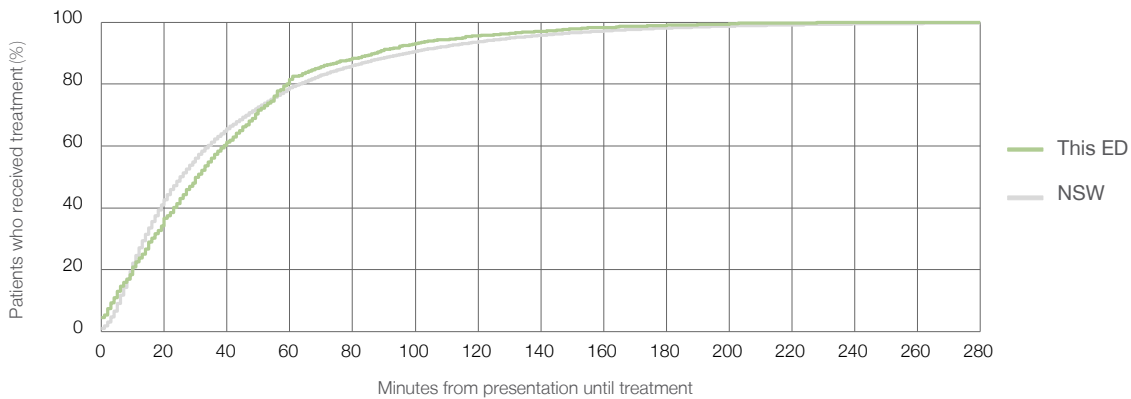
Number of triage 4 patients used to calculate waiting time:³ 1,157

Median time to start treatment⁴ 31 minutes

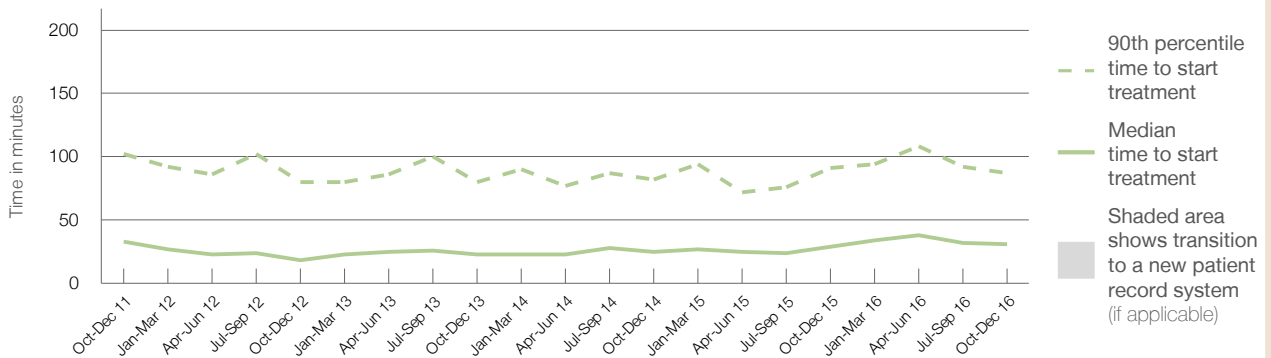
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,247	1,150
29 minutes	25 minutes
91 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	18	23	25	29	31
90th percentile time to start treatment ⁵ (minutes)	102	80	80	82	91	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 387

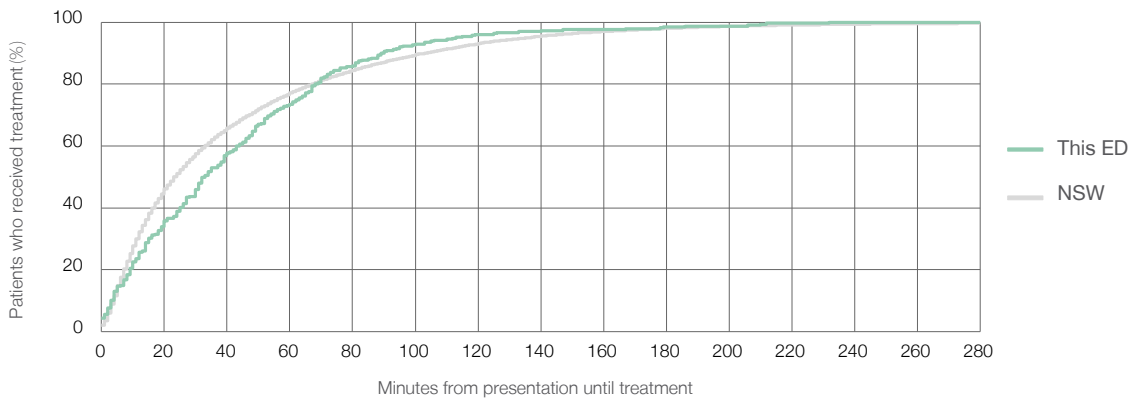
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ 33 minutes

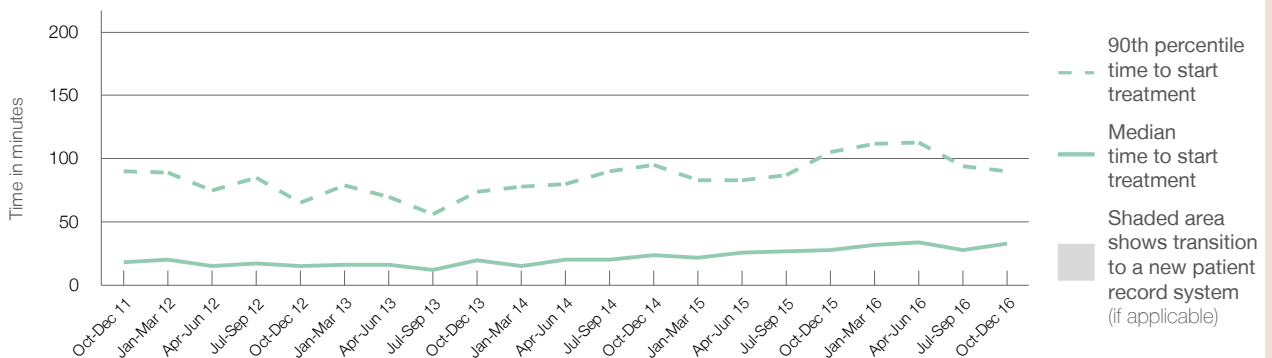
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
400	
366	
28 minutes	24 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	15	20	24	28	33
90th percentile time to start treatment ⁵ (minutes)	90	66	74	95	105	90

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,623 patients

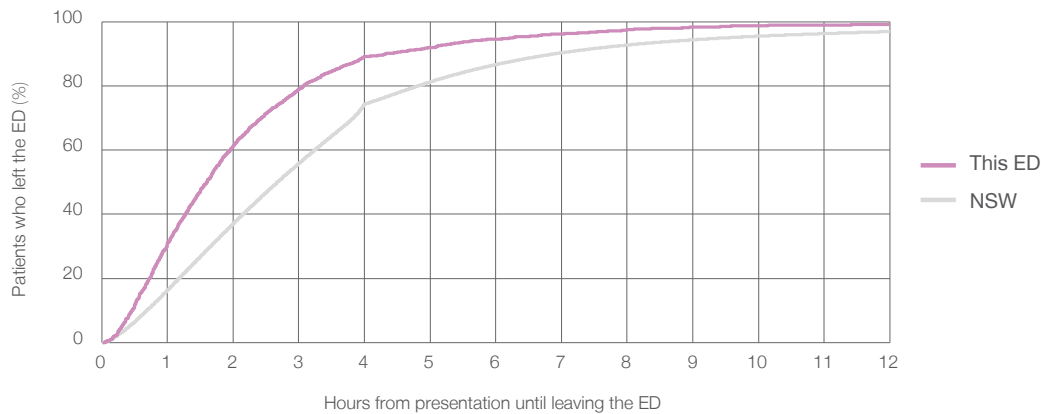
Presentations used to calculate time to leaving the ED:⁶ 2,623 patients

Median time spent in the ED⁸ 1 hours and 36 minutes

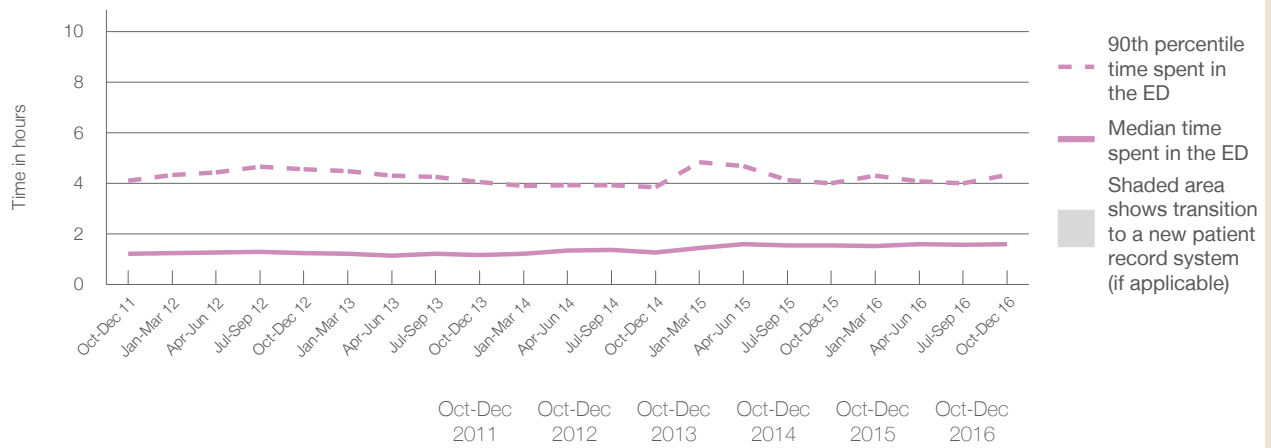
90th percentile time spent in the ED⁹ 4 hours and 20 minutes

Same period last year	NSW (this period)
2,492	2,492
1 hours and 33 minutes	2 hours and 41 minutes
4 hours and 0 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{††}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 14m	1h 15m	1h 10m	1h 17m	1h 33m	1h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 7m	4h 33m	4h 3m	3h 52m	4h 0m	4h 20m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

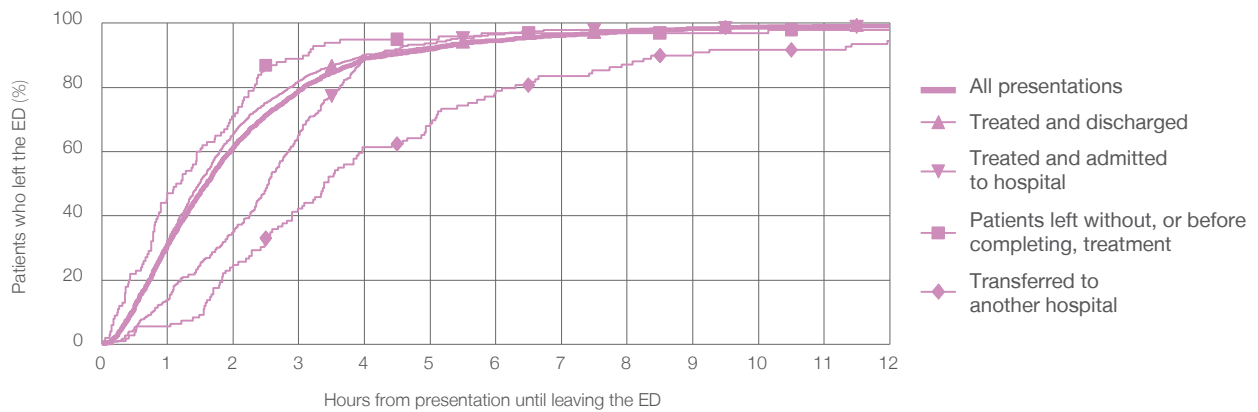
All presentations:¹ 2,623 patients

Presentations used to calculate time to leaving the ED:⁶ 2,623 patients

Treated and discharged	2,024 (77.2%)
Treated and admitted to hospital	282 (10.8%)
Patient left without, or before completing, treatment	100 (3.8%)
Transferred to another hospital	109 (4.2%)
Other	108 (4.1%)

Same period last year	Change since one year ago
2,492	5.3%
1,911	5.9%
293	-3.8%
100	0.0%
103	5.8%
85	27.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	32.4%	65.7%	82.1%	90.2%	95.0%	98.0%	99.3%	99.5%
Treated and admitted to hospital	13.8%	35.1%	65.2%	89.4%	96.5%	97.9%	98.6%	98.9%
Patient left without, or before completing, treatment	47.0%	71.0%	89.0%	95.0%	97.0%	97.0%	97.0%	98.0%
Transferred to another hospital	5.5%	24.8%	42.2%	61.5%	78.9%	87.2%	91.7%	94.5%
All presentations	31.0%	61.5%	79.1%	89.1%	94.6%	97.4%	98.7%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,623 patients

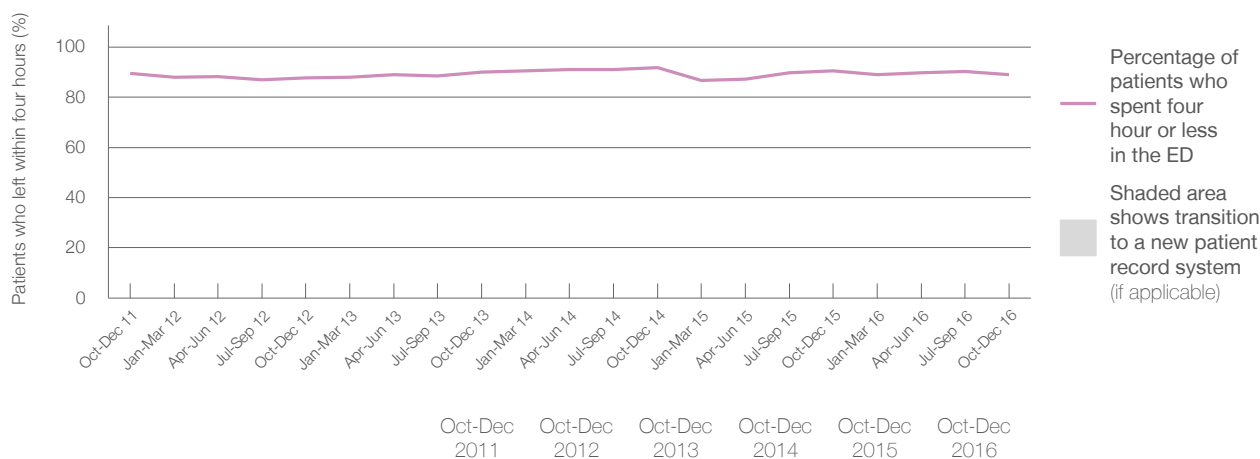
Presentations used to calculate time to leaving the ED:⁶ 2,623 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department	2,492	5.3%
Presentations used to calculate time to leaving the ED	2,492	5.3%
Percentage of patients who spent four hours or less in the ED	90.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	89.4%	87.6%	89.9%	91.7%	90.4%	89.1%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 1,578 patients
Emergency presentations:² 1,567 patients

Same period last year	Change since one year ago
1,407	12.2%
1,391	12.7%

Narrabri District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 2 minutes
90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 439 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 699 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 320 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	26 minutes
345	
15 minutes	20 minutes
41 minutes	67 minutes
582	
26 minutes	25 minutes
67 minutes	97 minutes
365	
15 minutes	24 minutes
66 minutes	103 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 1,578 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
1,407	12.2%
90.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

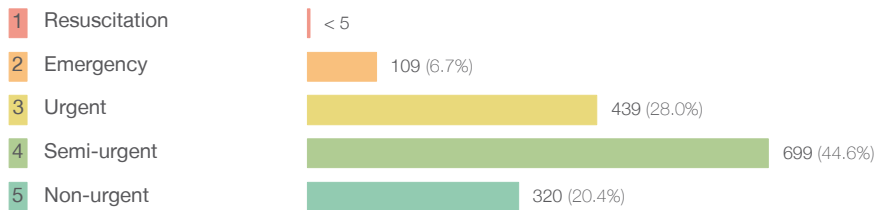
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Patients presenting to the emergency department October to December 2016

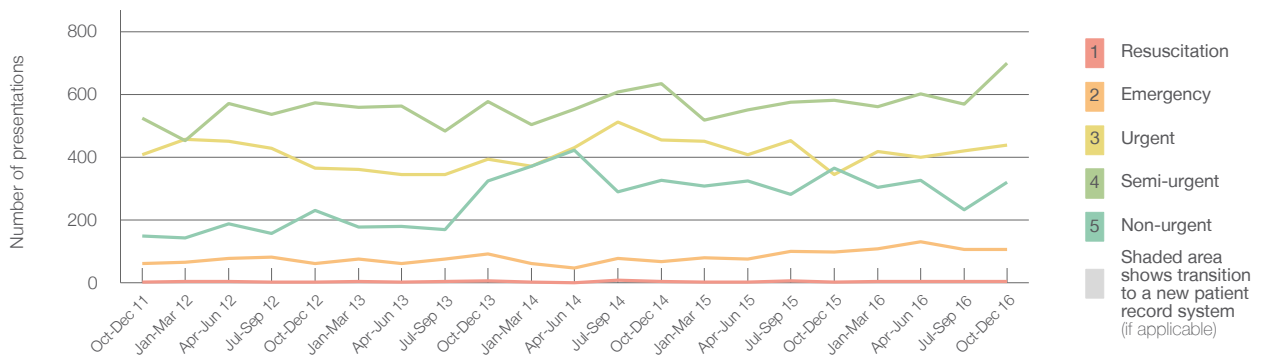
All presentations:¹ 1,578 patients

Emergency presentations² by triage category: 1,567 patients



Same period last year	Change since one year ago
1,407	12.2%
1,391	12.7%
< 5	*
99	8.2%
345	27.2%
582	20.1%
365	-12.3%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	< 5	5	< 5	< 5	< 5
Emergency	61	61	91	72	99	109
Urgent	407	365	394	454	345	439
Semi-urgent	524	574	577	634	582	699
Non-urgent	149	230	324	327	365	320
All emergency presentations	1,141	1,230	1,391	1,487	1,391	1,567

Narrabri District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 146 patients

ED Transfer of care time



Same period last year	Change since one year ago
79	
7 minutes	-3 minutes
*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 109

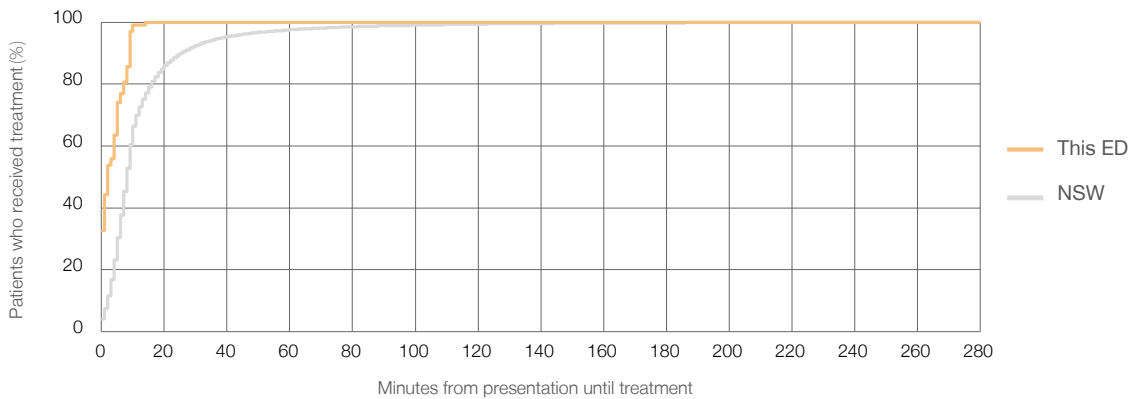
Number of triage 2 patients used to calculate waiting time:³ 104

Median time to start treatment⁴ 2 minutes

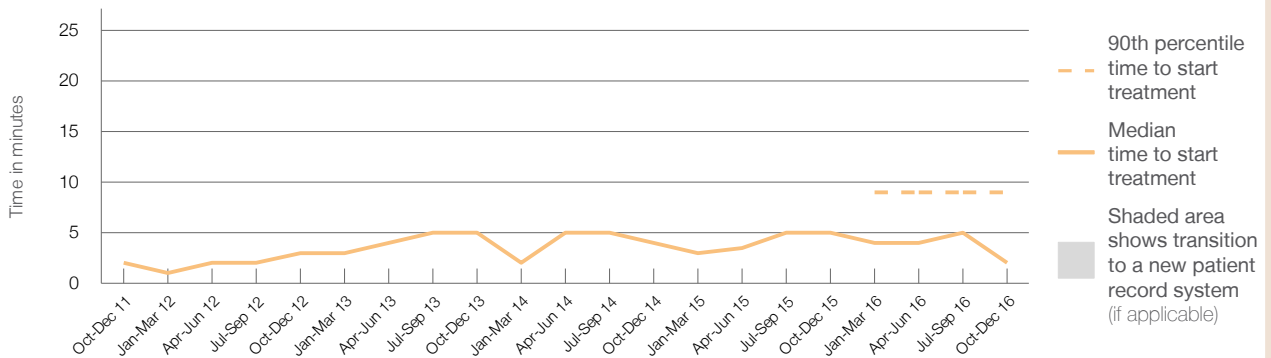
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	
97	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	3	5	4	5	2
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	9

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 439

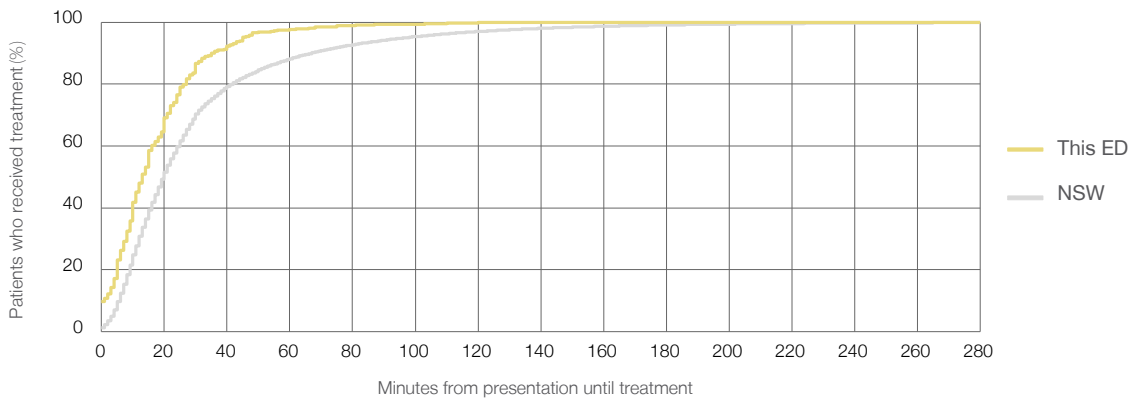
Number of triage 3 patients used to calculate waiting time:³ 434

Median time to start treatment⁴ 13 minutes

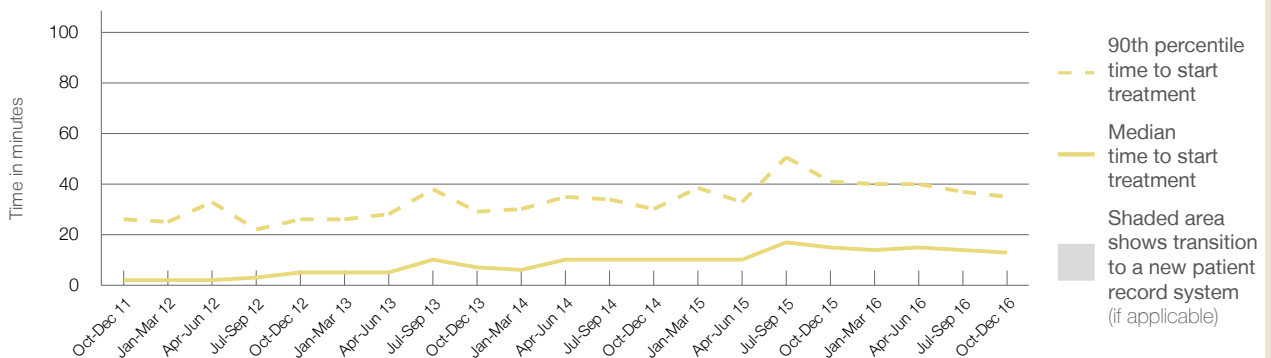
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
345	345
15 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	5	7	10	15	13
90th percentile time to start treatment ⁵ (minutes)	26	26	29	30	41	35

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 699

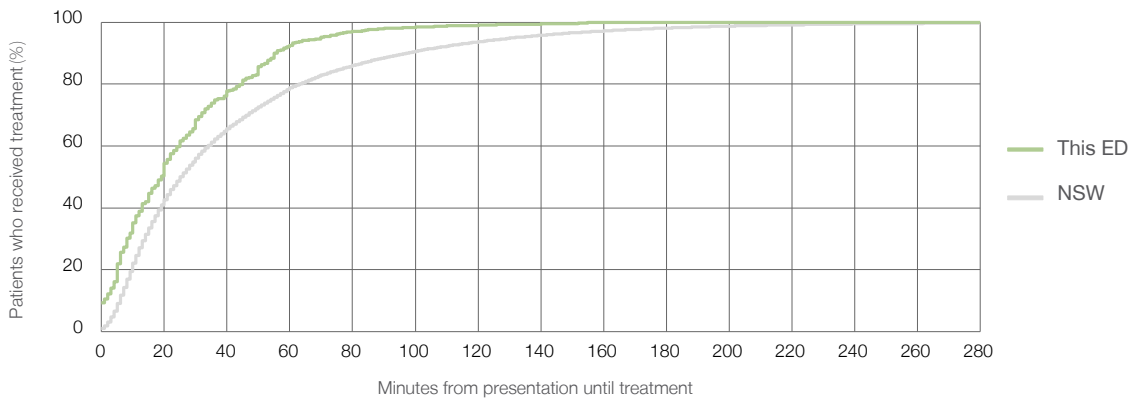
Number of triage 4 patients used to calculate waiting time:³ 672

Median time to start treatment⁴ 19 minutes

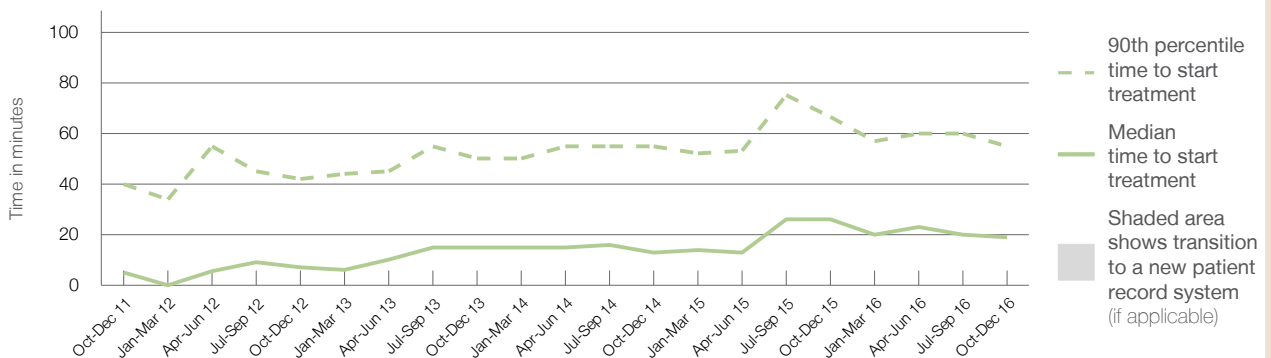
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
582	
570	
26 minutes	25 minutes
67 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	7	15	13	26	19
90th percentile time to start treatment ⁵ (minutes)	40	42	50	55	67	55

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 320

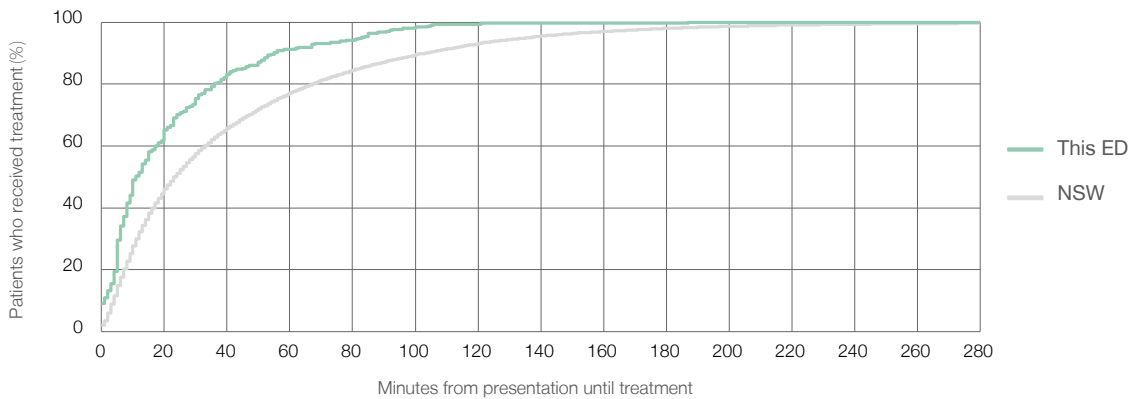
Number of triage 5 patients used to calculate waiting time:³ 308

Median time to start treatment⁴ 11 minutes

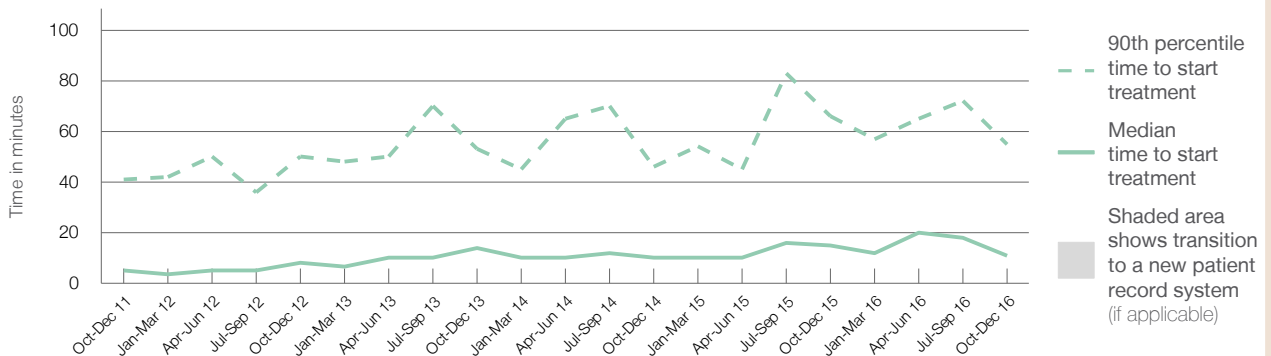
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
365	
354	
15 minutes	24 minutes
66 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	8	14	10	15	11
90th percentile time to start treatment ⁵ (minutes)	41	50	53	46	66	55

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 1,578 patients

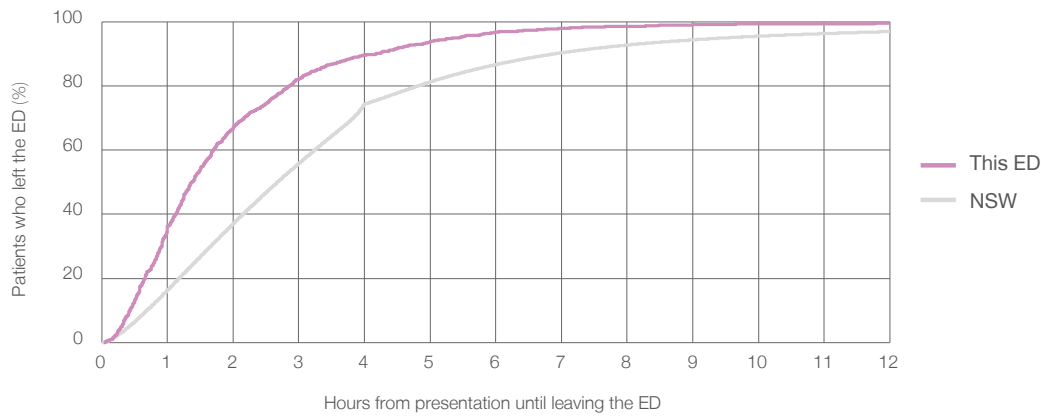
Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

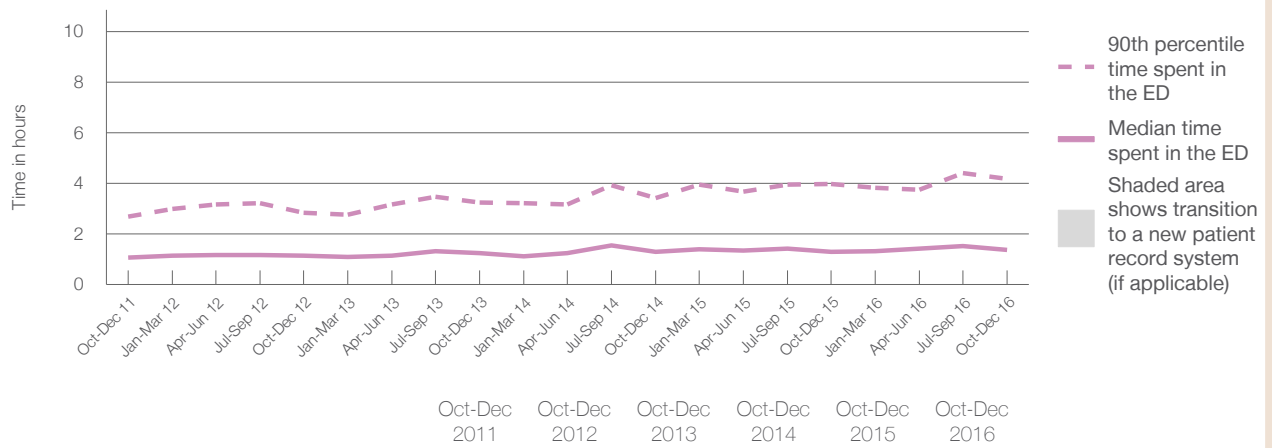
90th percentile time spent in the ED⁹ 4 hours and 11 minutes

Same period last year	NSW (this period)
1,407	1,407
1 hours and 18 minutes	2 hours and 41 minutes
3 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

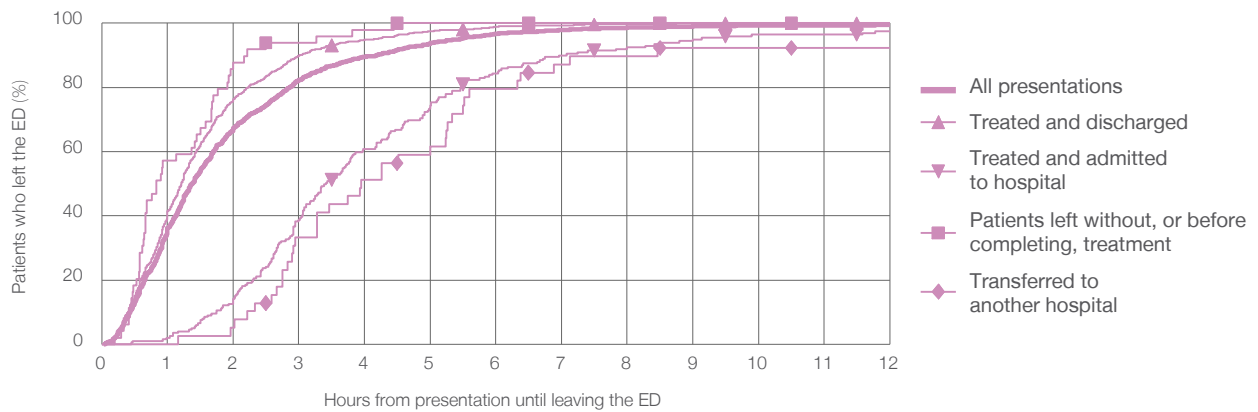
All presentations:¹ 1,578 patients

Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Treated and discharged	1,281 (81.2%)
Treated and admitted to hospital	199 (12.6%)
Patient left without, or before completing, treatment	49 (3.1%)
Transferred to another hospital	39 (2.5%)
Other	10 (0.6%)

Same period last year	Change since one year ago
1,407	12.2%
1,132	13.2%
190	4.7%
34	44.1%
48	-18.8%
3	233.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	41.5%	76.4%	89.9%	94.8%	98.9%	99.8%	99.9%	99.9%
Treated and admitted to hospital	2.0%	14.1%	38.7%	60.8%	84.4%	92.5%	96.5%	97.5%
Patient left without, or before completing, treatment	57.1%	87.8%	93.9%	98.0%	100%	100%	100%	100%
Transferred to another hospital	0%	5.1%	33.3%	51.3%	79.5%	89.7%	92.3%	92.3%
All presentations	36.2%	67.3%	82.3%	89.6%	96.6%	98.6%	99.3%	99.4%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 1,578 patients

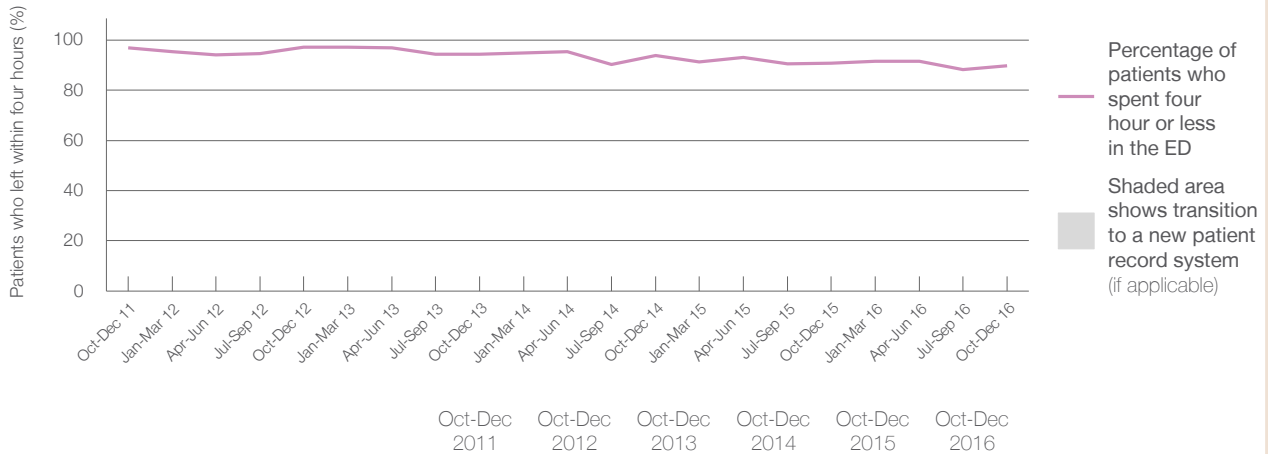
Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	1,407	12.2%
Presentations used to calculate time to leaving the ED: ⁶	1,407	12.2%
Percentage of patients who spent four hours or less in the ED	90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	97.0%	97.0%	94.4%	93.7%	90.7%	89.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,051 patients
 Emergency presentations:² 2,958 patients

Same period last year	Change since one year ago
2,858	6.8%
2,789	6.1%

Singleton District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 164 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 733 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,773 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 283 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
174	
7 minutes	8 minutes
27 minutes	26 minutes
692	
24 minutes	20 minutes
75 minutes	67 minutes
1,658	
36 minutes	25 minutes
104 minutes	97 minutes
259	
27 minutes	24 minutes
81 minutes	103 minutes

Singleton District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,051 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
2,858	6.8%
90.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

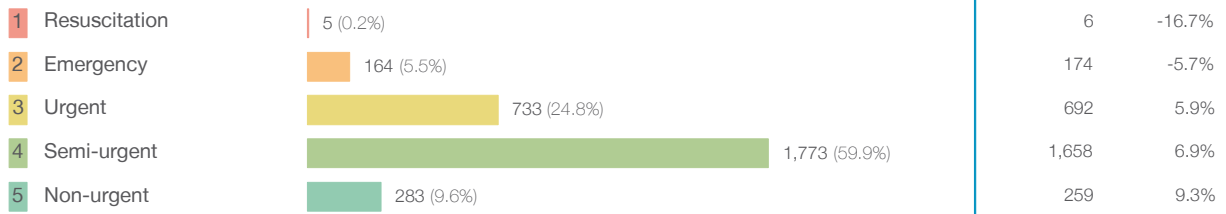
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Patients presenting to the emergency department October to December 2016

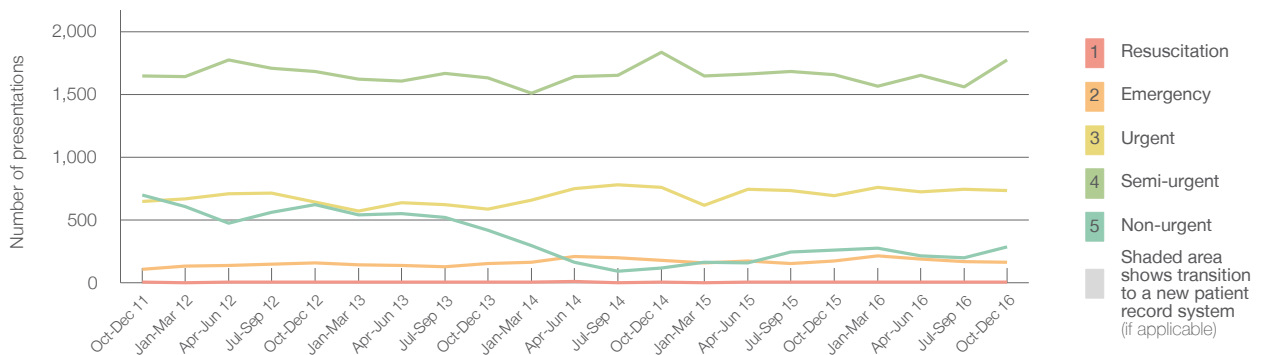
All presentations:¹ 3,051 patients

Emergency presentations² by triage category: 2,958 patients



Same period last year	Change since one year ago
2,858	6.8%
2,789	6.1%
6	-16.7%
174	-5.7%
692	5.9%
1,658	6.9%
259	9.3%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	5	< 5	< 5	< 5	6	5
Emergency	105	157	155	183	174	164
Urgent	649	642	587	759	692	733
Semi-urgent	1,647	1,682	1,629	1,834	1,658	1,773
Non-urgent	696	623	419	117	259	283
All emergency presentations	3,102	3,104	2,790	2,893	2,789	2,958

Singleton District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 248 patients

ED Transfer of care time



Same period last year	Change since one year ago
231	
7 minutes	-2 minutes
16 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 164

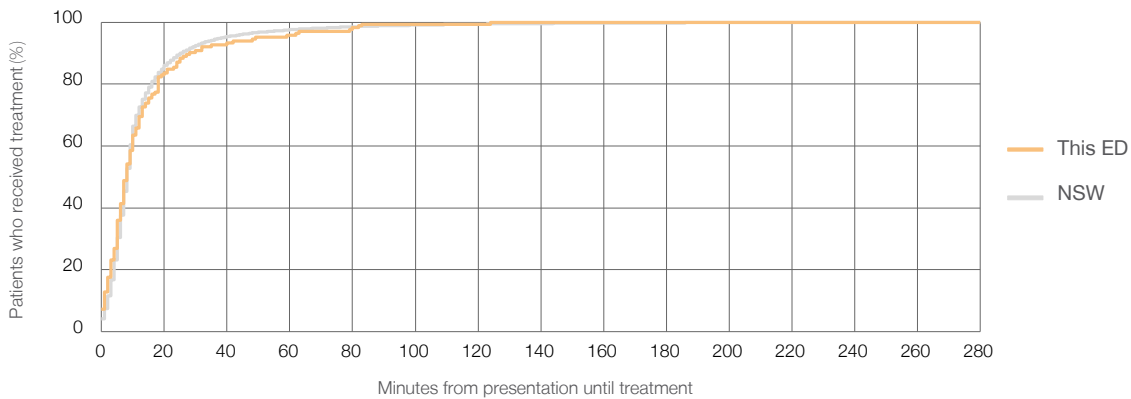
Number of triage 2 patients used to calculate waiting time:³ 164

Median time to start treatment⁴ 8 minutes

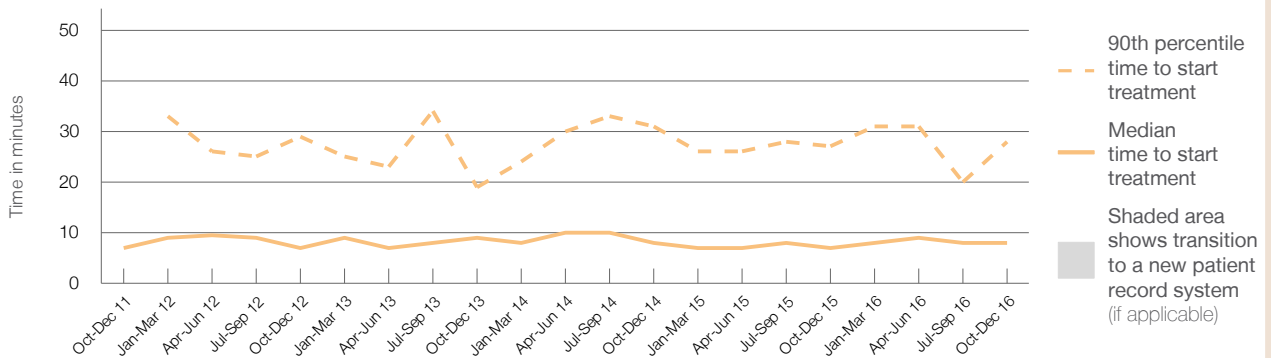
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
174	
170	
7 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	9	8	7	8
90th percentile time to start treatment ⁵ (minutes)	*	29	19	31	27	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 733

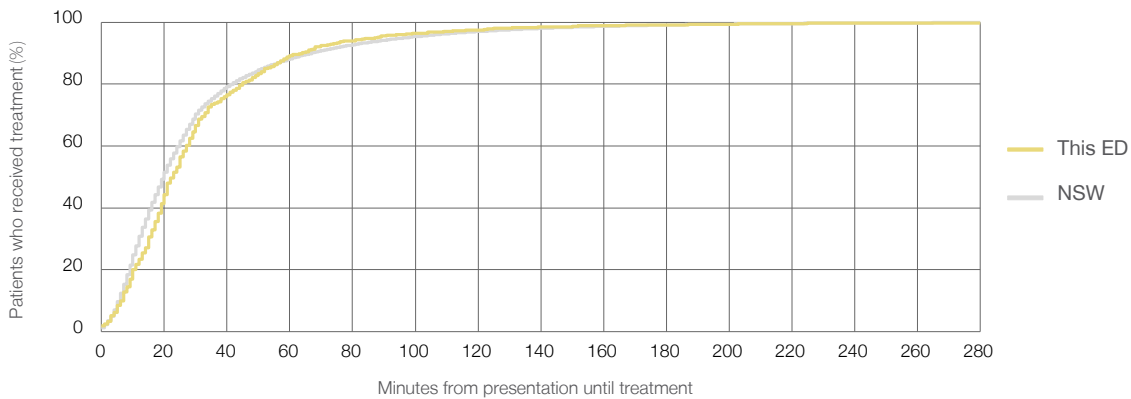
Number of triage 3 patients used to calculate waiting time:³ 714

Median time to start treatment⁴ 23 minutes

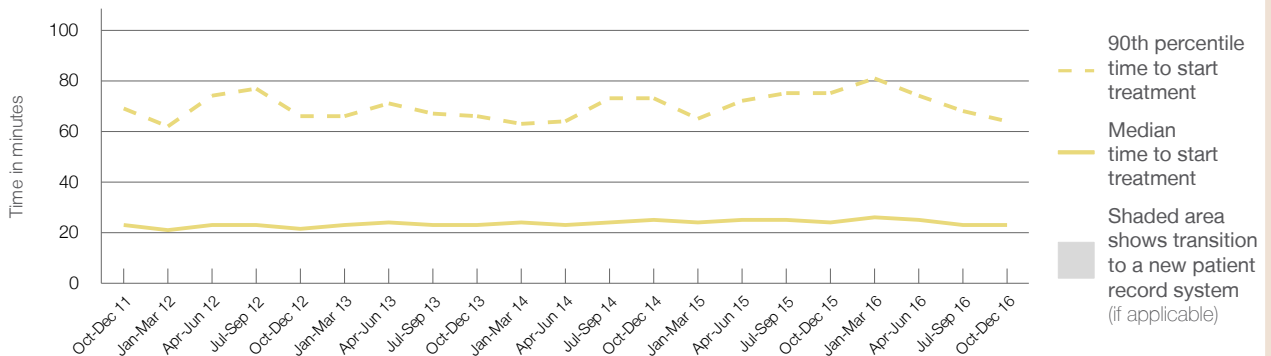
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
692	
665	
24 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	22	23	25	24	23
90th percentile time to start treatment ⁵ (minutes)	69	66	66	73	75	64

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,773

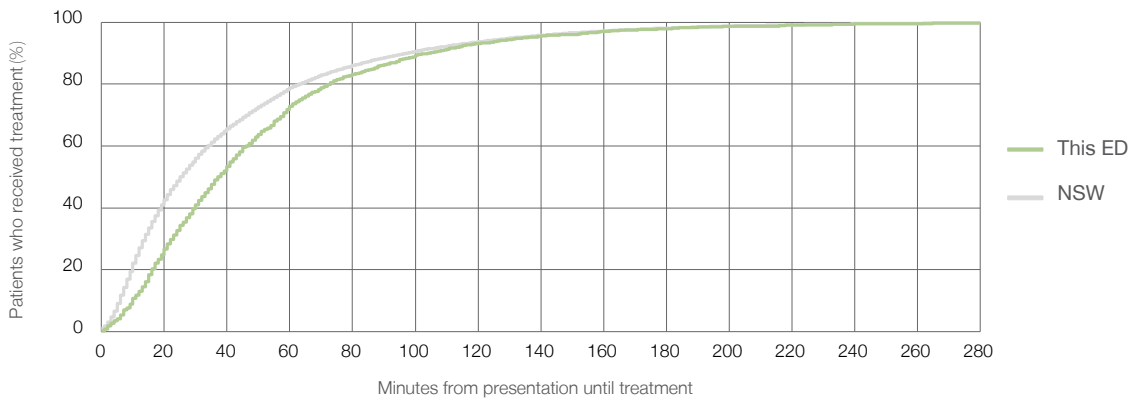
Number of triage 4 patients used to calculate waiting time:³ 1,696

Median time to start treatment⁴ 37 minutes

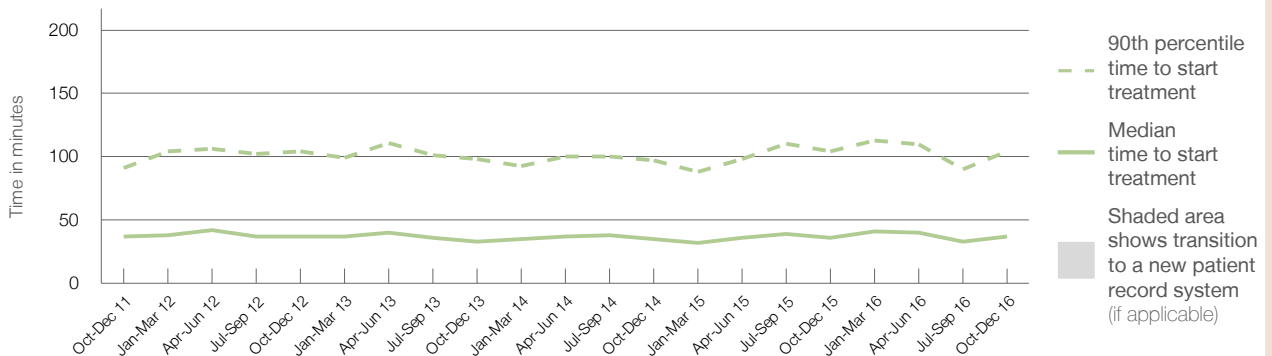
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,658	
1,564	
36 minutes	25 minutes
104 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	37	33	35	36	37
90th percentile time to start treatment ⁵ (minutes)	91	104	98	97	104	104

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 283

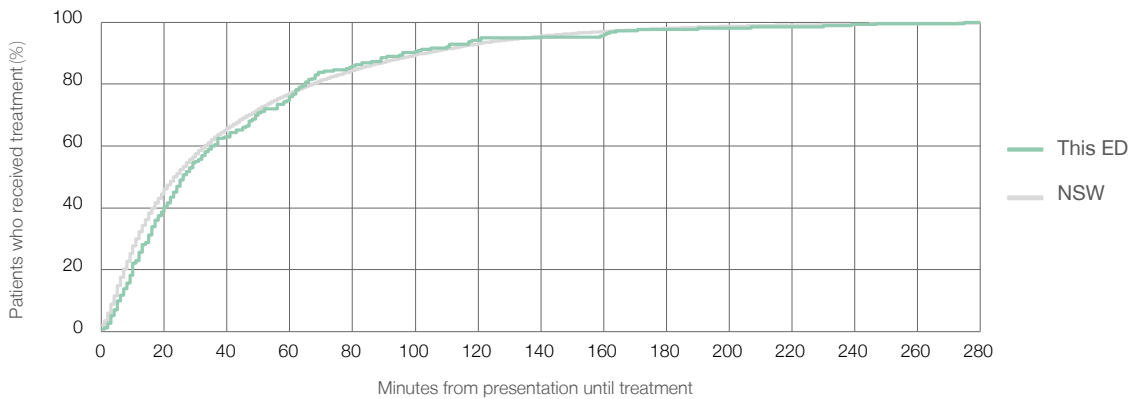
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 26 minutes

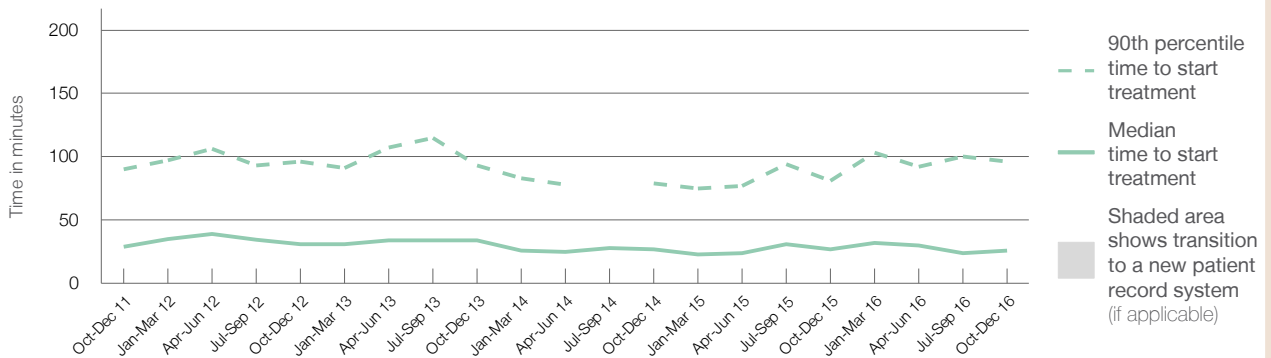
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
259	231
27 minutes	24 minutes
81 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	31	34	27	27	26
90th percentile time to start treatment ⁵ (minutes)	90	96	93	79	81	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,051 patients

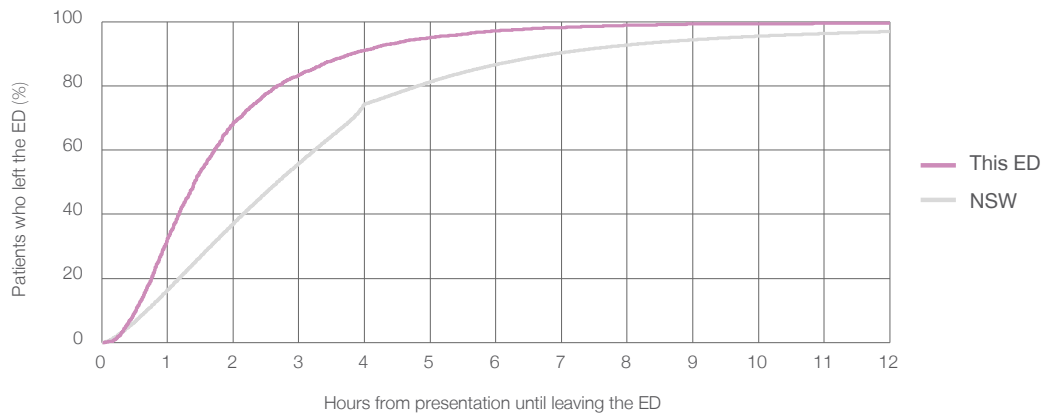
Presentations used to calculate time to leaving the ED:⁶ 3,051 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

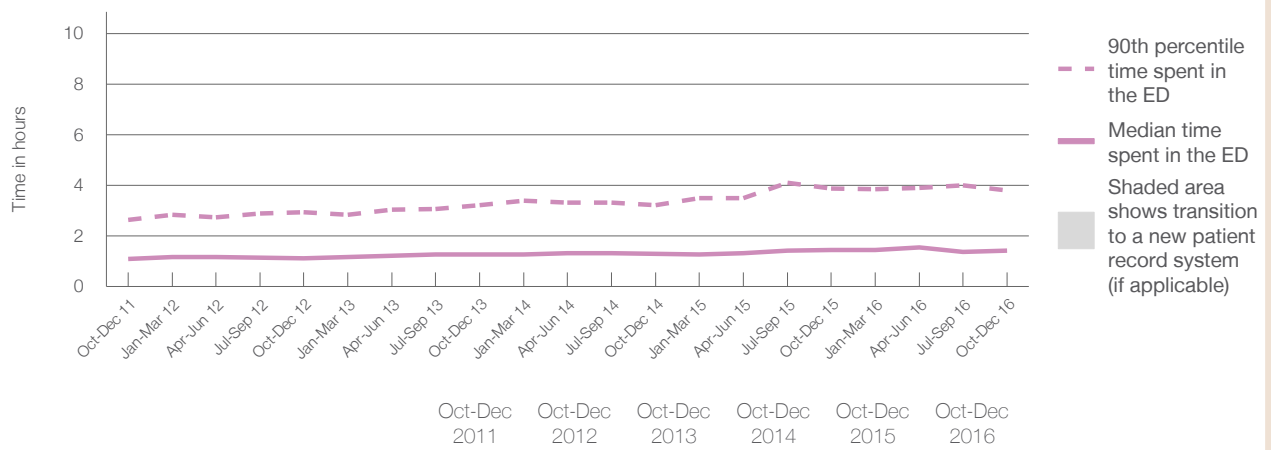
90th percentile time spent in the ED⁹ 3 hours and 48 minutes

Same period last year	NSW (this period)
2,858	2,858
1 hours and 27 minutes	2 hours and 41 minutes
3 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 6m	1h 8m	1h 17m	1h 18m	1h 27m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 39m	2h 57m	3h 14m	3h 14m	3h 53m	3h 48m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

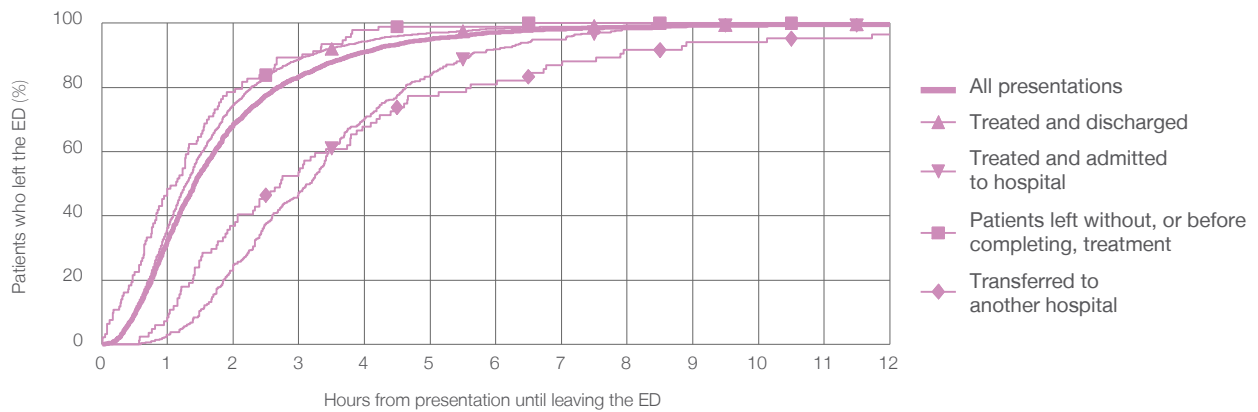
All presentations:¹ 3,051 patients

Presentations used to calculate time to leaving the ED:⁶ 3,051 patients

Treated and discharged	2,522 (82.7%)
Treated and admitted to hospital	311 (10.2%)
Patient left without, or before completing, treatment	93 (3.0%)
Transferred to another hospital	84 (2.8%)
Other	41 (1.3%)

Same period last year	Change since one year ago
2,858	6.8%
2,363	6.7%
271	14.8%
83	12.0%
82	2.4%
59	-30.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.3%	74.7%	88.8%	94.3%	98.3%	99.2%	99.6%	99.6%
Treated and admitted to hospital	2.9%	24.8%	47.3%	70.4%	92.0%	98.1%	99.4%	99.7%
Patient left without, or before completing, treatment	48.4%	78.5%	89.2%	97.8%	98.9%	100%	100%	100%
Transferred to another hospital	8.3%	36.9%	53.6%	67.9%	81.0%	91.7%	94.0%	96.4%
All presentations	32.5%	68.5%	83.3%	91.1%	97.1%	98.9%	99.4%	99.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 3,051 patients

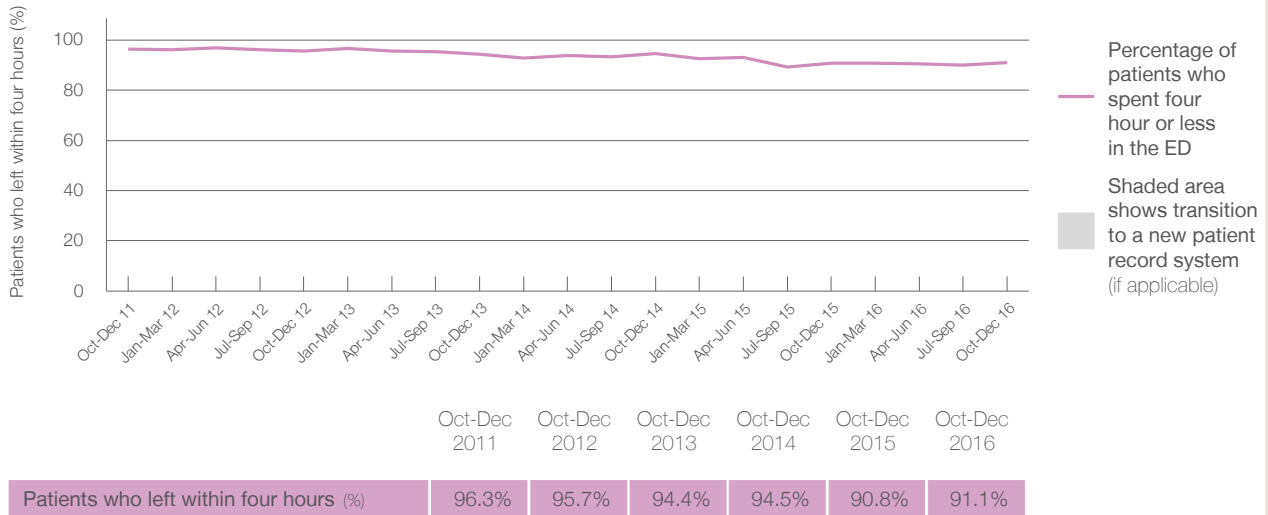
Presentations used to calculate time to leaving the ED:⁶ 3,051 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 3,051 patients	2,858	6.8%
Presentations used to calculate time to leaving the ED: ⁶ 3,051 patients	2,858	6.8%
Percentage of patients who spent four hours or less in the ED	90.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,646 patients

Emergency presentations:² 10,978 patients

Same period last year	Change since one year ago
10,861	7.2%
10,092	8.8%

Tamworth Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 934 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,700 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,440 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,846 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
871	
9 minutes	8 minutes
40 minutes	26 minutes
2,645	
30 minutes	20 minutes
106 minutes	67 minutes
4,684	
47 minutes	25 minutes
135 minutes	97 minutes
1,827	
52 minutes	24 minutes
131 minutes	103 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,646 patients

Percentage of patients who spent four hours or less in the ED 76.5%

Same period last year	Change since one year ago
10,861	7.2%
69.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

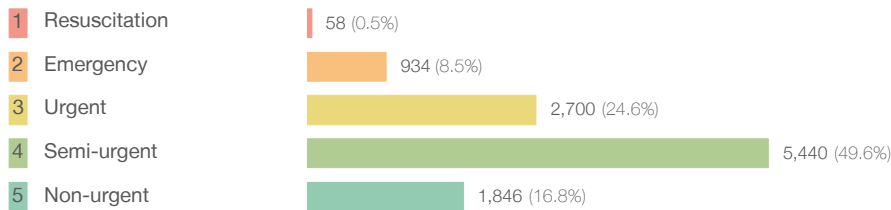
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Patients presenting to the emergency department October to December 2016

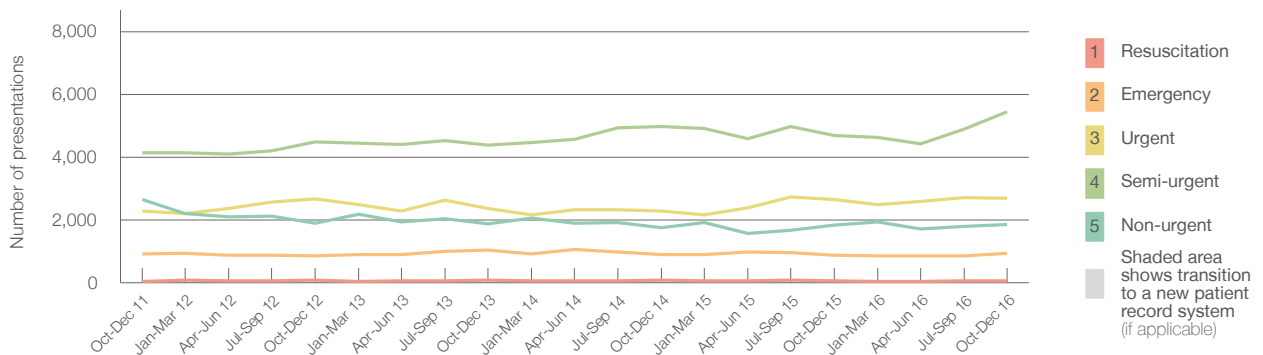
All presentations:¹ 11,646 patients

Emergency presentations² by triage category: 10,978 patients



Same period last year	Change since one year ago
10,861	7.2%
10,092	8.8%
65	-10.8%
871	7.2%
2,645	2.1%
4,684	16.1%
1,827	1.0%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	48	69	74	76	65	58
Emergency	911	859	1,035	885	871	934
Urgent	2,291	2,673	2,360	2,280	2,645	2,700
Semi-urgent	4,140	4,487	4,383	4,970	4,684	5,440
Non-urgent	2,659	1,890	1,884	1,748	1,827	1,846
All emergency presentations	10,049	9,978	9,736	9,959	10,092	10,978

Tamworth Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,743 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,664	
13 minutes	-4 minutes
41 minutes	-17 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 934

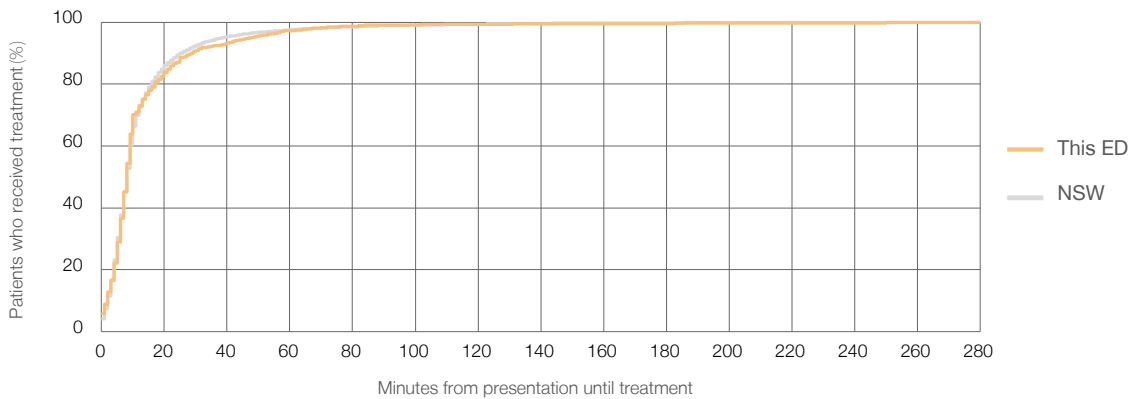
Number of triage 2 patients used to calculate waiting time:³ 932

Median time to start treatment⁴ 8 minutes

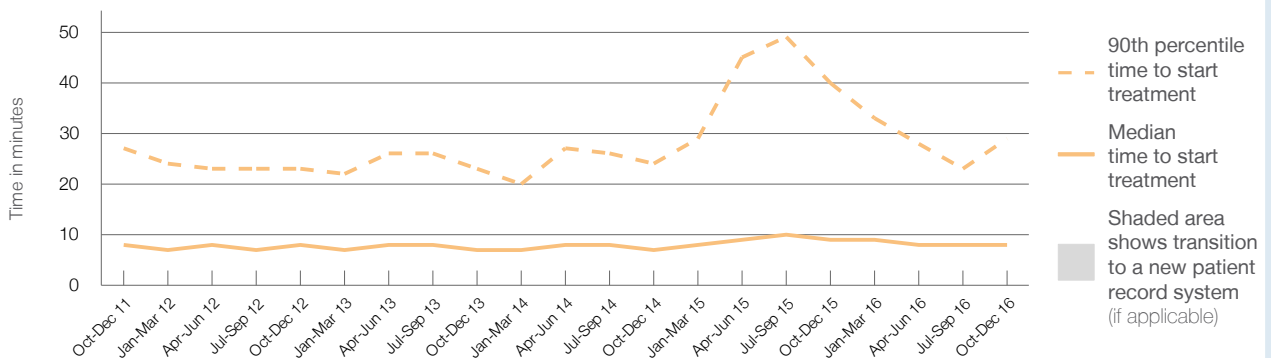
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
871	
864	
9 minutes	8 minutes
40 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	7	9	8
90th percentile time to start treatment ⁵ (minutes)	27	23	23	24	40	29

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,700

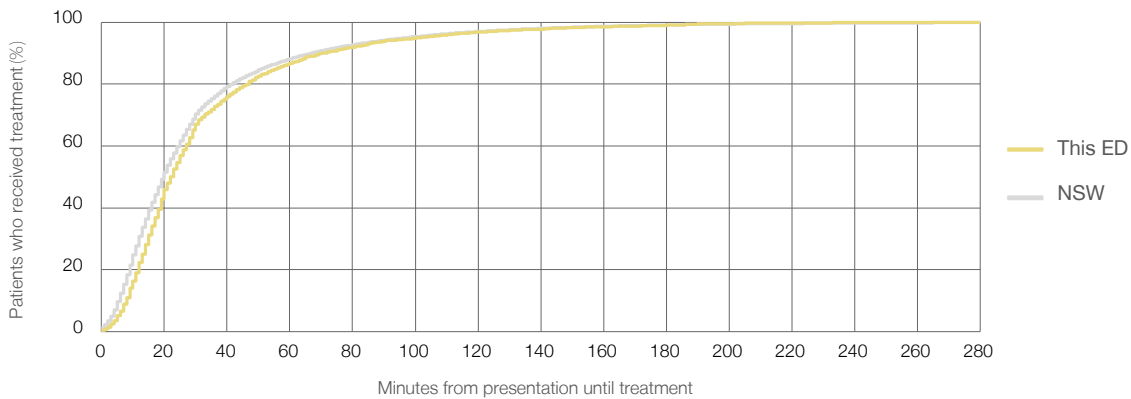
Number of triage 3 patients used to calculate waiting time:³ 2,645

Median time to start treatment⁴ 22 minutes

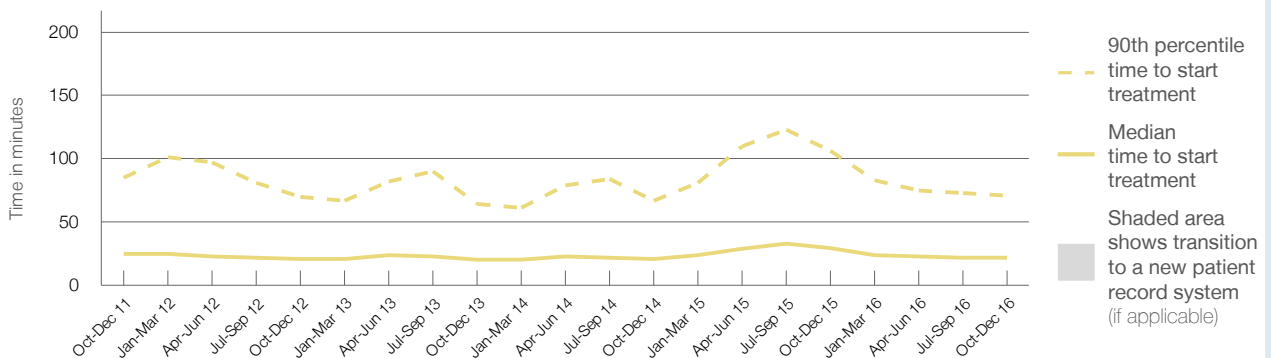
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,645	2,544
30 minutes	20 minutes
106 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	21	20	21	30	22
90th percentile time to start treatment ⁵ (minutes)	85	70	64	67	106	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,440

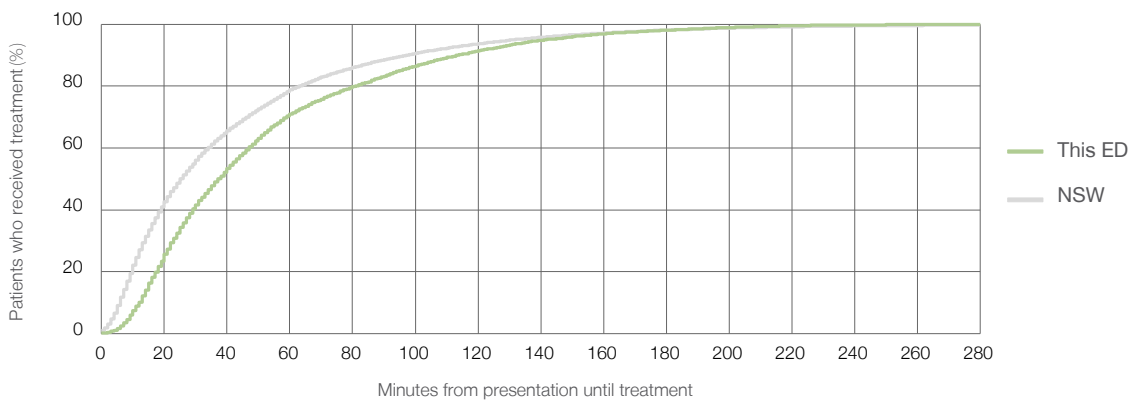
Number of triage 4 patients used to calculate waiting time:³ 5,214

Median time to start treatment⁴ 37 minutes

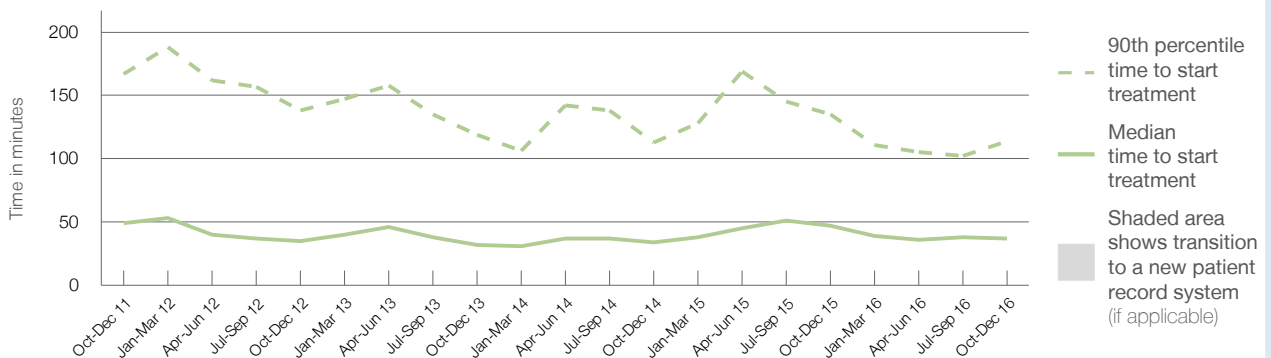
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
4,684	
4,403	
47 minutes	25 minutes
135 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	49	35	32	34	47	37
90th percentile time to start treatment ⁵ (minutes)	167	138	119	113	135	114

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,846

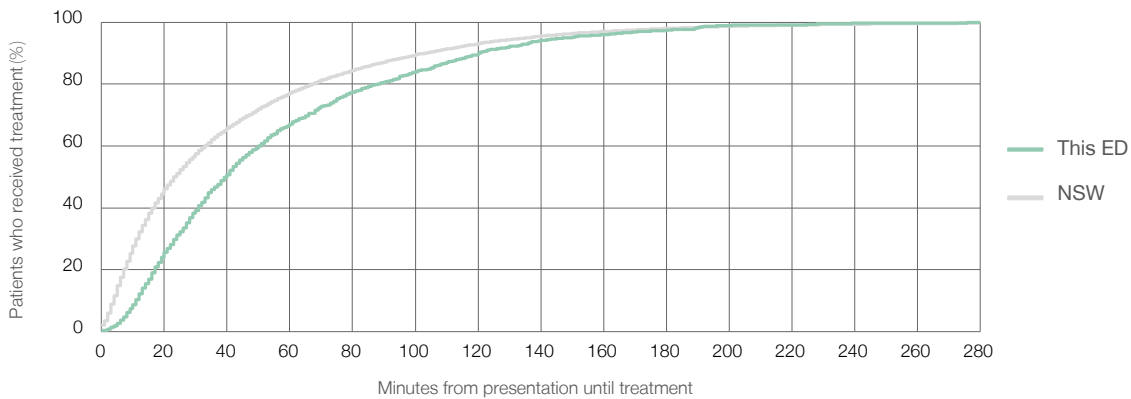
Number of triage 5 patients used to calculate waiting time:³ 1,722

Median time to start treatment⁴ 40 minutes

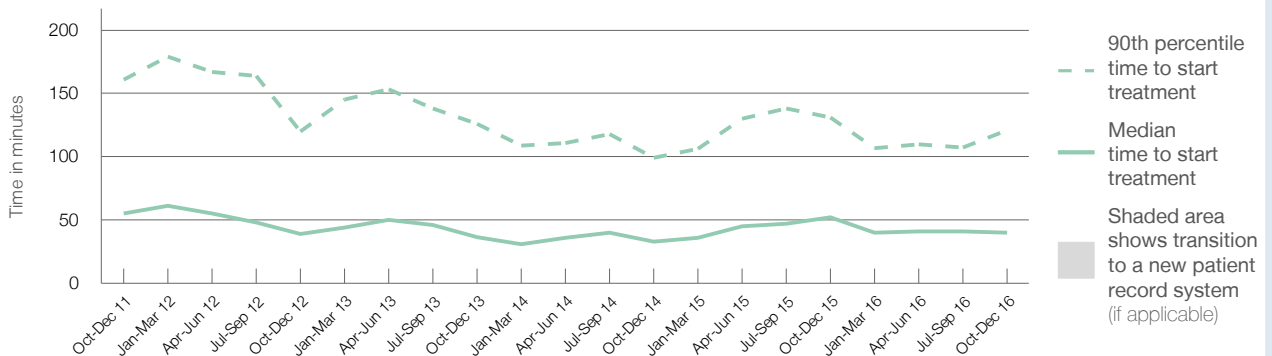
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,827	
1,687	
52 minutes	24 minutes
131 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	55	39	37	33	52	40
90th percentile time to start treatment ⁵ (minutes)	161	120	126	99	131	121

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 11,646 patients

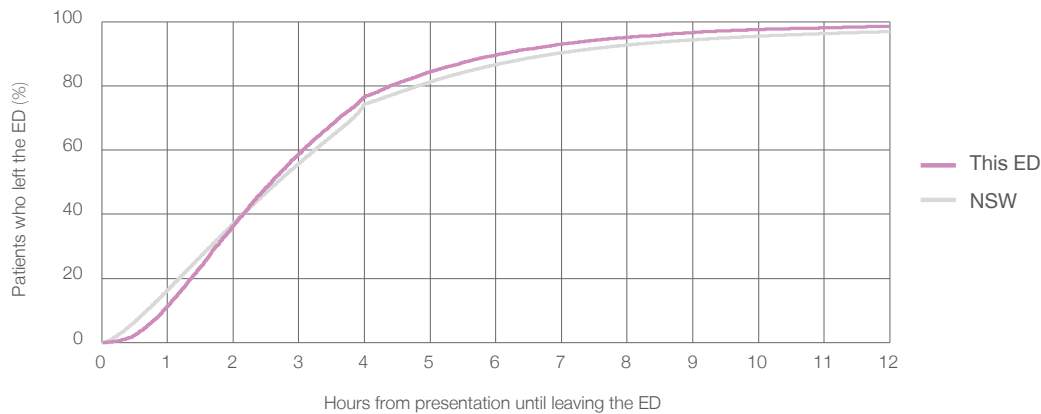
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

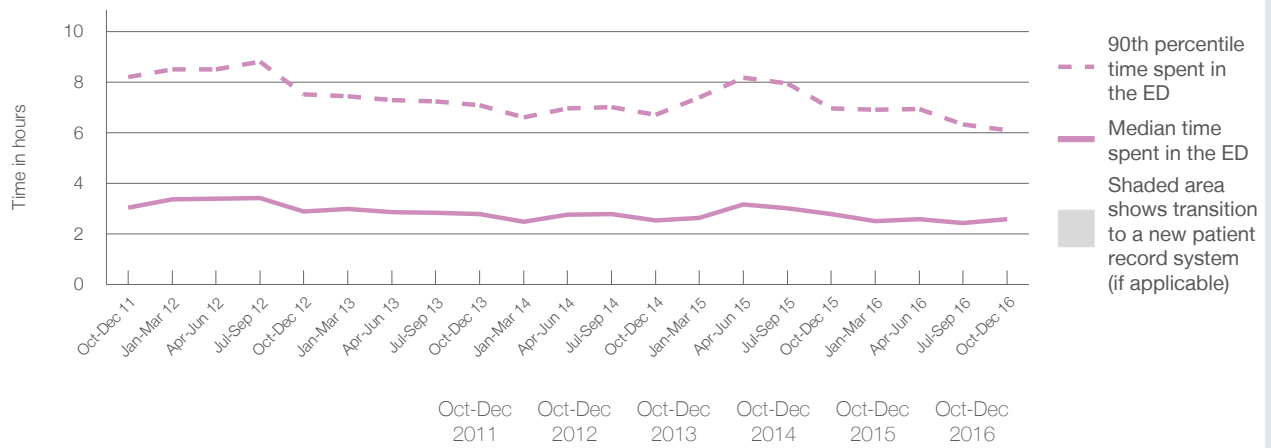
90th percentile time spent in the ED⁹ 6 hours and 6 minutes

Same period last year	NSW (this period)
10,861	10,861
2 hours and 47 minutes	2 hours and 41 minutes
6 hours and 58 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

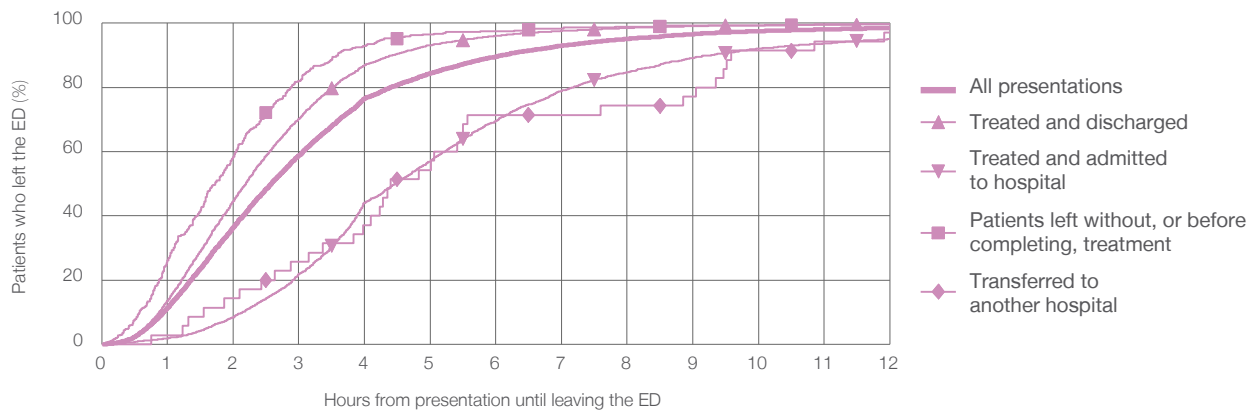
All presentations:[†] 11,646 patients

Presentations used to calculate time to leaving the ED:[‡] 11,646 patients

Treated and discharged	8,271 (71.0%)
Treated and admitted to hospital	2,833 (24.3%)
Patient left without, or before completing, treatment	399 (3.4%)
Transferred to another hospital	35 (0.3%)
Other	108 (0.9%)

Same period last year	Change since one year ago
10,861	7.2%
7,848	5.4%
2,413	17.4%
384	3.9%
28	25.0%
188	-42.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.6%	44.6%	70.2%	86.9%	96.1%	98.5%	99.3%	99.6%
Treated and admitted to hospital	1.8%	8.4%	21.9%	44.1%	69.5%	84.8%	92.1%	95.0%
Patient left without, or before completing, treatment	26.1%	58.4%	82.0%	93.0%	97.5%	99.0%	99.2%	99.7%
Transferred to another hospital	2.9%	14.3%	25.7%	37.1%	71.4%	74.3%	91.4%	97.1%
All presentations	11.4%	36.4%	58.8%	76.5%	89.6%	95.1%	97.6%	98.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 11,646 patients

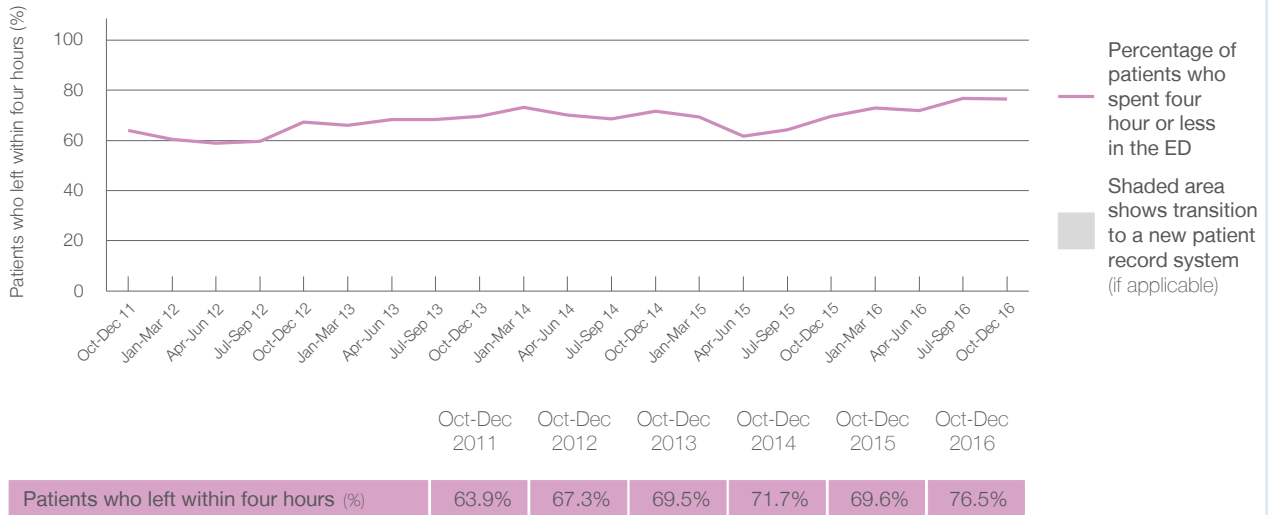
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	10,861	7.2%
Presentations used to calculate time to leaving the ED: ⁶	10,861	7.2%
Percentage of patients who spent four hours or less in the ED	69.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).